8e6
Enterprise Reporter
3.0

USER'S GUIDE

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

8e6 Enterprise Reporter 3.0
User's Guide

© 2003 8e6 Technologies
All rights reserved.
828 W. Taft Ave., Orange, CA 92865, USA

Version 1.07, published August 2003

Printed in the United States of America

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without prior written consent from 8e6 Technologies.

Every effort has been made to ensure the accuracy of this document. However, 8e6 Technologies makes no warranties with respect to this documentation and disclaims any implied warranties of merchantability and fitness for a particular purpose. 8e6 Technologies shall not be liable for any error or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual or the examples herein. The information in this documentation is subject to change without notice.

Trademarks

Other product names mentioned in this manual may be trademarks or registered trademarks of their respective companies and are the sole property of their respective manufacturers.

Downloaded from www.Manualslib.com manuals search engine

CONTENTS

ENTERPRISE REPORTER 3.0 OVERVIEW 11

Operations 11

Components 12
Hardware 12
Software 12

Environment 13
Client Workstation Requirements 13
Network Requirements 13

How to Use this Manual 14
Organization 14
Conventions 15
Terminology 16

ADMINISTRATOR SECTION 19

Introduction 19

Chapter 1: Accessing the Server 20
Preliminary Network Settings 20
Procedures for Accessing the Server 20
Procedures for Logging On, Off the Server 21
Log On 21
Logging on the First Time 21
Specify the Server's function 22
Set up an Administrator Login ID 23
Log Off 24

Chapter 2: Configuring the ER 3.0 Server 25
Administrator GUI 25
Network Menu 26
Box Mode 27
Live Mode 27
Archive Mode 27
Change the Box Mode 28

Downloaded from www.Manualslib.com manuals search engine

Add/Edit/Delete Administrators screen 29
View a List of Administrators 30
Add an Administrator 30
Edit an Administrator's Login ID 30
Delete an Administrator 31
Network Settings screen 31
Set up/Edit IP Addresses 32
Routing Table screen 33
View a List of Routers 33
Add a Router 34
Delete a Router 34
Time Settings screen 35
Specify the Time Zone 35
Specify Network Time Protocol Servers 36
Update the Time on the Server 37
Network Diagnostics screen 37
Ping 38
Trace Route 39
Server Menu 41
Backup screen 41
Backup Procedures 42
Set up/Edit External Backup FTP Password 43
Execute a Manual Backup 44
Perform a Remote Backup 45
Perform a Restoration to the ER 3.0 Server 46
Self Monitoring screen 47
View a List of Contact E-Mail Addresses 48
Set up and Activate Self-Monitoring 48
Remove Recipient from E-mail Notification List 48
Deactivate Self-Monitoring 48
Server Status screen 49
View the Status of the Server 49
Secure Access screen 50
Activate a Port to Access the Server 51
Terminate a Port Connection 51
Software Update screen 52
View Installed Patches 53
Retrieve a Patch 53
Install a Patch 53

Downloaded from www.Manualslib.com manuals search engine

Shut Down screen 55
Server Action Selections 55
Perform a Server Action 56
Database Menu 57
User Name Identification screen 57
View the User Name Identification screen 60
Configure the Server to Log User Activity 60
Static IP Assignment 61
Identification Timeout 61
Deactivate User Name Identification 62
Page View Elapsed Time screen 62
Establish the Unit of Elapsed Time for Page Views 63
Elapsed Time Rules 63
Tools screen 64
View Diagnostic Reports 65
View Database Status Logs 65
Change Database Password 66
Expiration screen 67
Expiration Screen Terminology 68
Expiration Rules 69
View Data Storage Statistics 70
Change Data Storage Settings 73

CLIENT USER SECTION 75

Introduction 75

Chapter 1: Workstation Configuration 76
Installation Components 76
Install the ODBC Driver 77
Install Microsoft Access Runtime 80
Download and Install the Client 82
Download the Client 82
Install the Client 84
Update the Server Address and Password 89
Uninstall the Client, Install New Release 92

Chapter 2: Accessing the Client 94
Launch the Client Application 94
Login window 94
Administrator Details 95
Change the Administrator Password 95

Downloaded from www.Manualslib.com manuals search engine

View, Modify Server Information 96
Log In 99
Server Statistics 100
Date Scopes 100
Expiration Info 101
ER Activity 101
Navigate the Main Menu 105
Buttons 106
Icons 106
Log Out 107

Chapter 3: Customizing the Client 108
Settings 108
Event Schedule 109
View Details or Edit a Scheduled Event 110
View Details for a Scheduled Event 110
Edit a Scheduled Event 111
Schedule an Event 112
Delete a Scheduled Event 113
Category Descriptions 113
View Details for a Filter Category 114
Update a Filter Category 114
Add a Filter Category 115
Category Groupings 116
Group Information frame 117
Add a Category Group 117
Rename a Category Group 117
Delete a Category Group 118
Group Definitions frame 119
Add Categories to a Category Group 119
Delete a Category from a Category Group 120
User Groupings 121
Group Information frame 121
Add a User Group 122
Rename a User Group 122
Delete a User Group 123
Group Definitions frame 123
View a List of Users in a User Group 123
Define a User Group 124
Delete a User 127

Downloaded from www.Manualslib.com manuals search engine

User Permissions 128
Add User 128
User Information frame 130
Add User to a User Group 130
Remove User from a User Group 130
Group Information frame 131
Update User Group by Adding a User 131
Update User Group by Removing a User 131
Edit Password or Delete User 131
Change a User's Password 132
Delete a User 132
My Account 133
View Users in a User Group 134
Change Password 135
Default Options 136
Set New Defaults 136

Chapter 4: Using the Client 137
Specific Search Function 137
Specify Time Frame for the Search 138
Specify Type of Search to be Performed 139
Specify Items to be Searched, View Results 139
Warning Messages 140
Page Search 140
Object Search 140
View Additional Information 141
Report Screen Elements 142
Date Scope 143
Display button 145
Search button 146
Navigation path 146
Navigation bar 147
Back icon 147
Categories icon 147
IPs icon 148
Users icon 148
Sites icon 148
Category Groups icon 148
User Groups icon 148
Exit icon 149
Reports / Report Layout field 149

Downloaded from www.Manualslib.com manuals search engine

Save icon 149
View icon 150
View, Print the Report 151
Double Break Information dialog box 152
Generate Chart box 153
Print icon 154
E-mail icon 154
Export icon 156
Record icon 157
Save Custom Report dialog box 158
Save as Custom Report dialog box 160
Open a Recorded Report 162
Filters 164
Columns 164
Select All, Deselect All buttons 167
Records 168
Generate a Report 169
Report Formats 170
Standard report 171
Pie Chart report 172
Bar Chart report 173

Chapter 5: Reports 174
Categories Reports 174
Categories 174
Category/IPs 175
Category/Users 176
Category/Sites 177
IPs Reports 178
IPs 178
IP/Categories 179
IP/Users 180
IP/Sites 181
Users Reports 182
Users 182
User/Categories 183
User/IPs 184
User/Sites 185
Sites Reports 186
Sites 186
Site/Categories 187

Downloaded from www.Manualslib.com manuals search engine

Site/IPs 188
Site/Users 189
Category Groups Report 190
User Groups Report 190
Page/Object Reports 191

TECHNICAL SUPPORT / PRODUCT WARRANTIES SECTION 193

Technical Support 193
Hours 193
Contact Information 193
Domestic (United States) 193
International 193
E-Mail 194
Address 194
Support Procedures 194

Product Warranties 195
Standard Warranty 195
Technical Support and Service 196
Extended Warranty (optional) 197
Extended Technical Support and Service 197

APPENDICES SECTION 198

Appendix A 198
Scheduled Task Wizard 198
Steps for Scheduling a Task 198

Appendix B 205
Lotus Notes Configuration 205
Steps for Former MS Outlook / Express Users 205
Steps for Installing and Configuring Lotus Notes 206
Step 1: Install Lotus Notes 206
Step 2: Configure Microsoft Mail Client 206
Step 3: Verify Internet Explorer Settings 206

INDEX 207

Downloaded from www.Manualslib.com manuals search engine

ENTERPRISE REPORTER 3.0 OVERVIEW

Though many companies have Internet filtering solutions to prevent employees from accessing inappropriate, non-work related Web sites, simply blocking these sites is not enough. Administrators want the ability to know who is accessing which site, the duration of each site visit, and the frequency of these visits. This data can help administrators identify abusers, develop policies, and target sites to be filtered, in order to maximize bandwidth utilization and productivity.

The Enterprise Reporter 3.0 (ER 3.0) from 8e6 Technologies is designed to readily obtain this information, giving the user the ability to interrogate massive datasets through flexible drill-down technology, until the desired view is obtained. This "view" can then be memorized and saved to a user-defined report menu for repetitive, scheduled execution and distribution.

Operations

In simplified terms, the ER 3.0 operates as follows: the ER 3.0 Server box accepts log files (text files containing Web access data) from a source device such as 8e6's R2000 Standard Edition or Enterprise Edition, or the 8e6 R3000 Enterprise Filter. 8e6's proprietary programs "normalize" the transferred data and insert them into a MySQL database. The ER 3.0 Client reporting application accesses this database to generate a virtually unlimited number of queries and reports.

Downloaded from www.Manualslib.com manuals search engine

Components

Hardware

- High performance server
- One or more high-capacity hard drives
- Optional: One or more Network Attached Storage (NAS) devices

Software

- Linux OS
- Graphical User Interface (GUI) application utilized by authorized administrators to configure and maintain the ER 3.0 Server
- 8e6 Technologies proprietary programs for processing and organizing files transferred via Web access logging device(s)
- MySQL database
- MS Access Runtime
- 8e6 Technologies proprietary application employed by report users for generating “views” and reports

Downloaded from www.Manualslib.com manuals search engine

Environment

Client Workstation Requirements

Minimum system requirements include the following:

- 450 MHz CPU
- 256 MB RAM
- 1024 x 768 display
- 1 GB free hard drive space
- Windows 98, 2000, NT 4.0, or XP operating system
- Internet Explorer (IE) Version 5.0 or later

Network Requirements

- High-speed connection from the ER 3.0 Server to the Web access logging device(s)
- High-speed connection from the ER 3.0 Server to the Client workstation(s)

Downloaded from www.Manualslib.com manuals search engine

How to Use this Manual

Organization

This User's Guide is organized into the following sections:

- **Overview** - This section provides information on the ER 3.0 application, and how to use this manual to help you configure the ER 3.0 Server and Client.
- **Administrator Section** - Refer to this section for information on configuring and maintaining the ER 3.0 Server via the Administrator GUI application.
- **Client User Section** - This section includes information on configuring and using the Client application.
- **Tech Support / Product Warranties Section** - This section contains information on technical support and product warranties.
- **Appendices Section** - Appendix A provides information on using the Scheduled Task Wizard to schedule a report to be generated at a specified time. Appendix B provides information on configuring Lotus Notes to work with Client application reports, instead of Microsoft Outlook.
- **Index** - This section includes an index of topics and the first page numbers where they appear in this user's guide.

Downloaded from www.Manualslib.com manuals search engine

Conventions

The following icons are used throughout this User's Guide:

***NOTE**: The "note" icon is followed by italicized text providing additional information about the current topic.*

***TIP**: The "tip" icon is followed by italicized text giving you hints on how to execute a task more efficiently.*

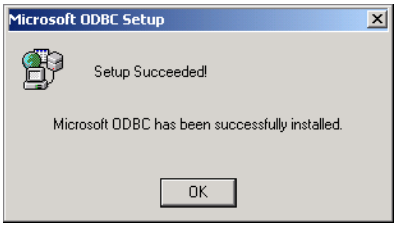
***WARNING**: The "warning" icon is followed by italicized text cautioning you about making entries in the application, executing certain processes or procedures, or the outcome of specified actions.*

Downloaded from www.Manualslib.com manuals search engine

Terminology

The following terms are used throughout this User's Guide. Sample images (not to scale) are included for each item.

- **alert box** - a message box that opens in response to an entry you made in a dialog box, window, or screen. This box often contains a button (usually labeled "OK") for you to click in order to confirm or execute a command.

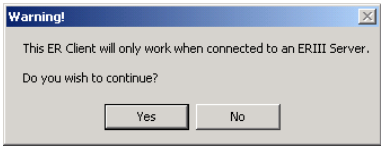


- **arrow** - a triangular-shaped object or button that displays in a window or on a screen. When displayed as a non-stationary object, the arrow points to the item that was selected in a list. When displayed as a button, the arrow is static. By clicking on this button, depending on the direction of the arrow, the previous item or the next item in a list displays or is selected.

- **button** - an object in a dialog box, window, or screen that can be clicked with your mouse to execute a command.

- **checkbox** - a small square in a dialog box, window, or screen used for indicating whether or not you wish to select an option. This object allows you to toggle between two choices. By clicking in this box, a check mark or an "X" is placed, indicating that you selected the option. When this box is not checked, the option is not selected.

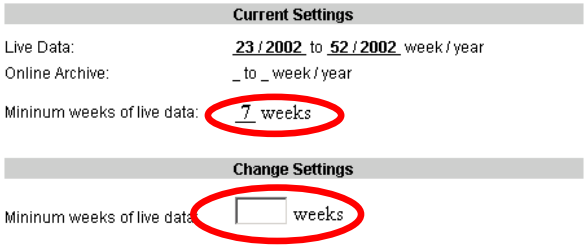
- **dialog box** - a box that opens in response to a command made in a window or screen, and requires your input. You must choose an option by



Downloaded from www.Manualslib.com manuals search engine

clicking a button (such as “Yes” or “No”, or “Next” or “Cancel”) to execute your command. As dictated by this box, you also might need to make one or more entries or selections prior to clicking a button.

- **field** - an area in a dialog box, window, or screen that either accommodates your data entry, or displays pertinent information. A text box is a type of field.

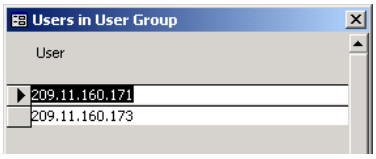


- **frame** - a boxed-in area in a dialog box, window, or screen that includes a group of objects such as fields, text boxes, list boxes, buttons, radio buttons, and/or tables. Objects within a frame belong to a specific function or group. A frame often is labeled to indicate its function or purpose.

- **icon** - a small image in a dialog box, window, or screen that can be clicked. This object can be a button or an executable file.

- **list box** - an area in a dialog box, window, or screen that accommodates and/or displays entries of items that can be added or removed.

- **popup box** or **popup window** - a box or window that opens after you click a button in a dialog box, window, or screen. This box or window may display information, or may require you to make one or more entries. Unlike a dialog box, you do not need to choose between options.

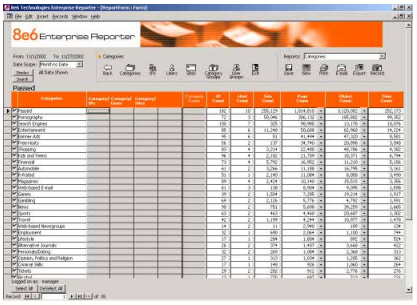


Downloaded from www.Manualslib.com manuals search engine

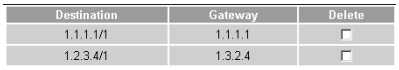
- **pull-down menu** - a field in a dialog box, window, or screen that contains a down-arrow to the right. When you click the arrow, a menu of items displays from which you make a selection.

- **radio button** - a small, circular object in a dialog box, window, or screen used for selecting an option. This object allows you to toggle between two choices. By clicking a radio button, a dot is placed in the circle, indicating that you selected the option. When the circle is empty, the option is not selected.

- **screen** - a main object of an application that displays across your monitor. A screen can contain windows, frames, fields, tables, text boxes, list boxes, icons, buttons, and radio buttons.

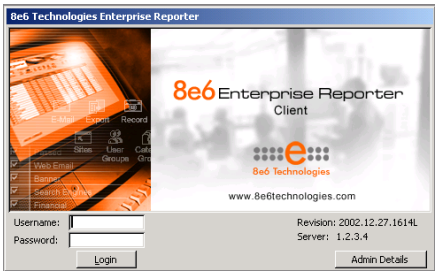


- **table** - an area in a window or screen that contains items previously entered or selected.



- **text box** - an area in a dialog box, window, or screen that accommodates your data entry. A text box is a type of field.

- **window** - displays on a screen, and can contain frames, fields, text boxes, list boxes, icons, buttons, and radio buttons. Types of windows include ones from the system such as the Save As window, popup windows, or login windows.



Downloaded from www.Manualslib.com manuals search engine

ADMINISTRATOR SECTION

Introduction

The authorized administrator of the ER 3.0 Server is responsible for integrating the Server into the existing network, and providing the Server a high-speed connection to the designated logging device(s) and remote Client workstations. To attain this objective, the administrator performs the following tasks:

- executes Quick Start procedures defined in the four-page Quick Start Guide leaflet packaged with the ER 3.0 Server
- provides a suitable environment for the Server, including:
  - high speed, File Transfer Protocol (FTP) link to the current logging device
  - power connection protected by an Uninterruptible Power Supply (UPS)
  - high speed access to the Server by authorized Client workstations
- adds new administrators
- sets up administrators for receiving automatic alerts
- updates the Server with patches supplied by 8e6
- analyzes Server statistics
- utilizes diagnostics for monitoring the Server status to ensure optimum functioning of the Server

Instructions on configuring and maintaining the ER 3.0 Server are documented in this section.

Downloaded from www.Manualslib.com manuals search engine

Chapter 1: Accessing the Server

Preliminary Network Settings

To initially set up your ER 3.0 Server, follow the instructions in the Quick Start Guide, the four-page leaflet packaged with your ER 3.0. This guide explains how to perform the initial configuration of the Server so that it can be accessed via an IP address on your network.

***NOTE**: If you do not have the ER 3.0 Quick Start Guide, contact 8e6 Technologies immediately to have a copy sent to you.*

Procedures for Accessing the Server

***WARNING**: Once you turn on the Server, **DO NOT** interrupt the initial boot-up process. This process may take from five to 10 minutes per drive. If the process is interrupted, damage to key files may occur.*

When the Server is fully booted, any workstation on the network that can access the Server's IP address (set up during Quick Start procedures) will be able to communicate with the Server via the Internet.

1. Launch Internet Explorer (IE).
2. In the address line of the IE browser window, type in the Server's IP address. Port number "88" should be appended to this IP address. For example, if your IP address is 1.2.3.4, type in **http://1.2.3.4:88**.
3. Click the **Go** button to open the login dialog box of the Administrator GUI application.

Downloaded from www.Manualslib.com manuals search engine

Procedures for Logging On, Off the Server

***WARNING**: In order to prevent data from being lost or corrupted while the Server is running, the Server should be connected to a UPS or other battery backup system.*

Log On

1. In the login dialog box, type in the generic User Name **admin**, and Password **reporter**, if you have not yet set up your own user name and password. Otherwise, enter your personal **User Name** and **Password**.
2. Click **OK** to close the login dialog box and to go to the main screen of the Administrator GUI.

***NOTE**: When logging on the Server for the first time, the main screen displays with a message, as shown in the example in Logging on the First Time. Follow the directions in this sub-section before proceeding.*

If you are logging on during a subsequent session, the main screen displays as in Fig. 1:2-1. If you have not set up your own user name and password, see Set up an Administrator Login ID.

Logging on the First Time

If you are logging on the Administrator GUI for the first time, the main screen displays with a message that asks you to specify the Server's function (Fig. 1:1-1):

Downloaded from www.Manualslib.com manuals search engine

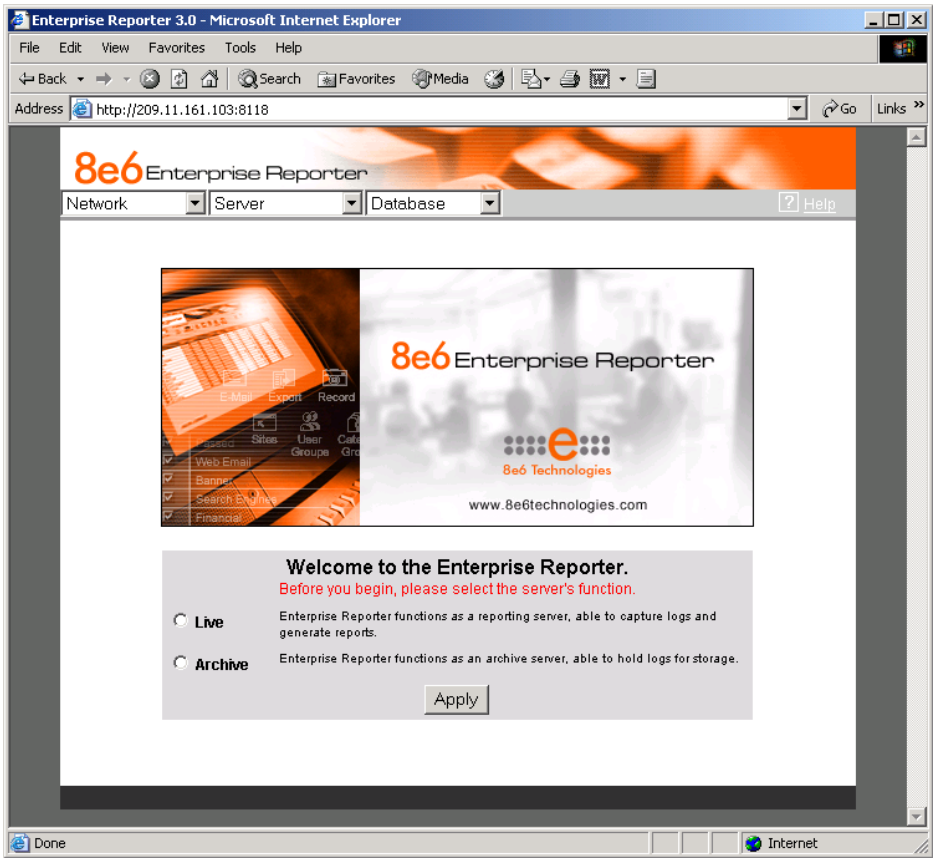

Enterprise Reporter 3.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.103:8118
Go Links
8e6 Enterprise Reporter
Network Server Database Help
8e6 Enterprise Reporter
8e6 Technologies
www.8e6technologies.com
Welcome to the Enterprise Reporter.
Before you begin, please select the server's function.
Live
Enterprise Reporter functions as a reporting server, able to capture logs and generate reports.
Archive
Enterprise Reporter functions as an archive server, able to hold logs for storage.
Apply
Done
Internet

Fig. 1:1-1 Administrator GUI, main screen, first-time access

Specify the Server's function

1. Click the appropriate radio button to specify the function of the Server:
   - choose **Live** if you wish the Server to function in the "live" mode, receiving and processing real time data from the Web access logging device.
   - choose **Archive** if you wish the Server to function in the "archive" mode, solely as a receptacle for historical, archived files. In this mode, "old" files placed on the Server can be viewed using the Client reporting application.
2. Click **Apply** to confirm your selection. The mode you specify will immediately be in effect.

Downloaded from www.Manualslib.com manuals search engine

***TIP**: After choosing the function for the ER 3.0 Server box on the main screen, if you have not previously set up your own user name and password, you should do so before entering any Server settings.*

Set up an Administrator Login ID

***NOTE**: If you have already set up your user name and password, you can skip this section.*

1. At the Network pull-down menu, choose **Administrators** to display the Add/Edit/Delete Administrators screen where you will set up your user name and password:

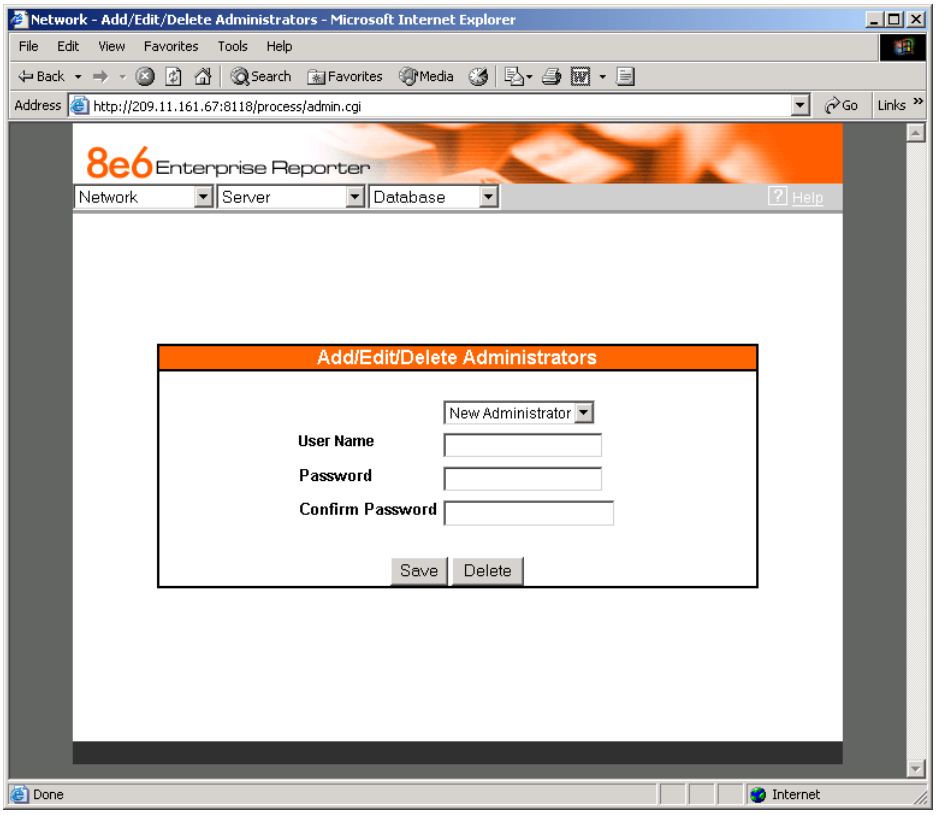


Fig. 1:1-2 Add/Edit/Delete Administrators screen

Downloaded from www.Manualslib.com manuals search engine

2. Select **New Administrators** from the pull-down menu.
3. In the **User Name** field, enter up to 20 upper- and/or lowercase alphanumeric characters, without spaces.
4. In the **Password** field, enter up to eight alphanumeric characters in upper- or lowercase characters, or a combination of both. The password is case sensitive. For security purposes, an asterisk displays for each character entered.
5. In the **Confirm Password** field, re-enter the password in the exact format used at the Password field. An asterisk displays for each character entered at this field.
6. Click the **Save** button.

Log Off

To log off the Administrator GUI, click the in the upper right corner of the browser window to close the window. Exiting the Administrator GUI will log you off the Server, but will not turn off the Server.

***WARNING**: If you need to turn off the Server, follow the shut down procedures outlined in the Shut Down screen sub-section under the Server Menu section in Chapter 2. Failure to properly shut down the Server can result in data being lost or corrupted.*

Downloaded from www.Manualslib.com manuals search engine

Chapter 2: Configuring the ER 3.0 Server

Administrator GUI

After logging on the Server, the main screen of the Administrator GUI displays in your Web browser:

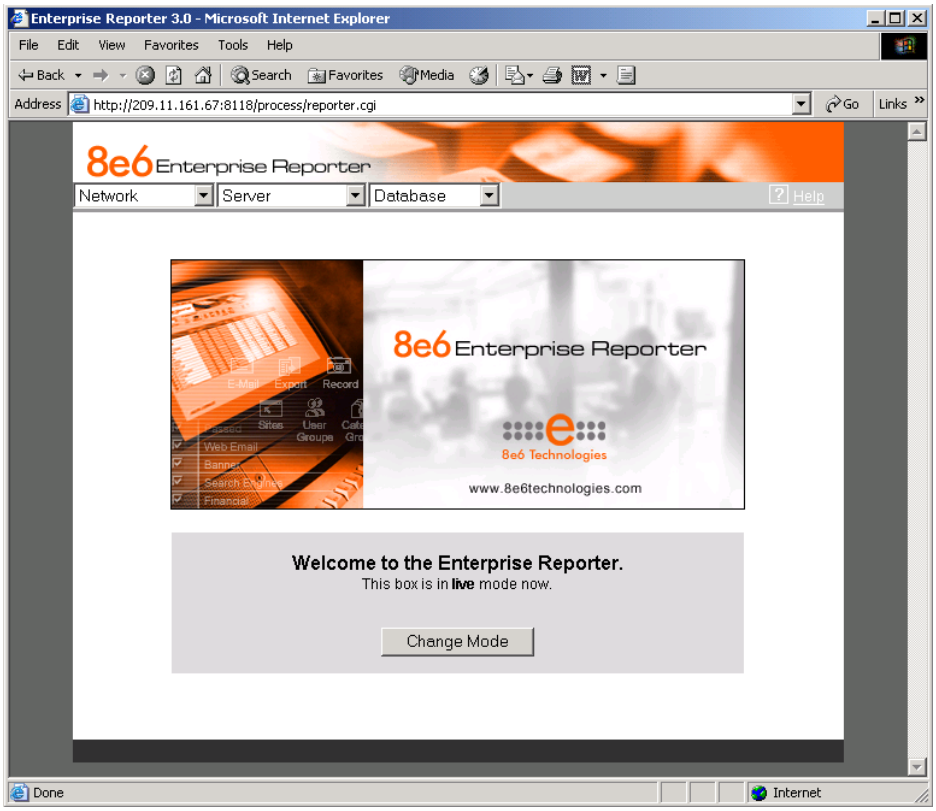


Fig. 1:2-1 Administrator GUI, main screen

The Administrator GUI is used for configuring and maintaining the ER 3.0 Server. Settings made in the Administrator GUI affect the Client reporting application. On the main screen of the Administrator GUI, there are three menus: Network, Server, and Database. Each menu contains options from which you make selections to access screens used for configuring your Server.

Downloaded from www.Manualslib.com manuals search engine

***NOTE**: The mode of the Server displays on the main screen. More information about the "live" and "archive" Server box modes can be found in the Box Mode sub-section under the Network Menu section in this chapter.*

***TIP**: When making a complete configuration of the Server, 8e6 Technologies recommends you navigate from left to right (Network to Server to Database) in choosing your menu options.*

Network Menu

The Network pull-down menu includes options for setting up and maintaining components to be used on the Server's network. These options are: Box Mode, Administrators, Network Setting, Routing Table, Time Setting, and Diagnostics.

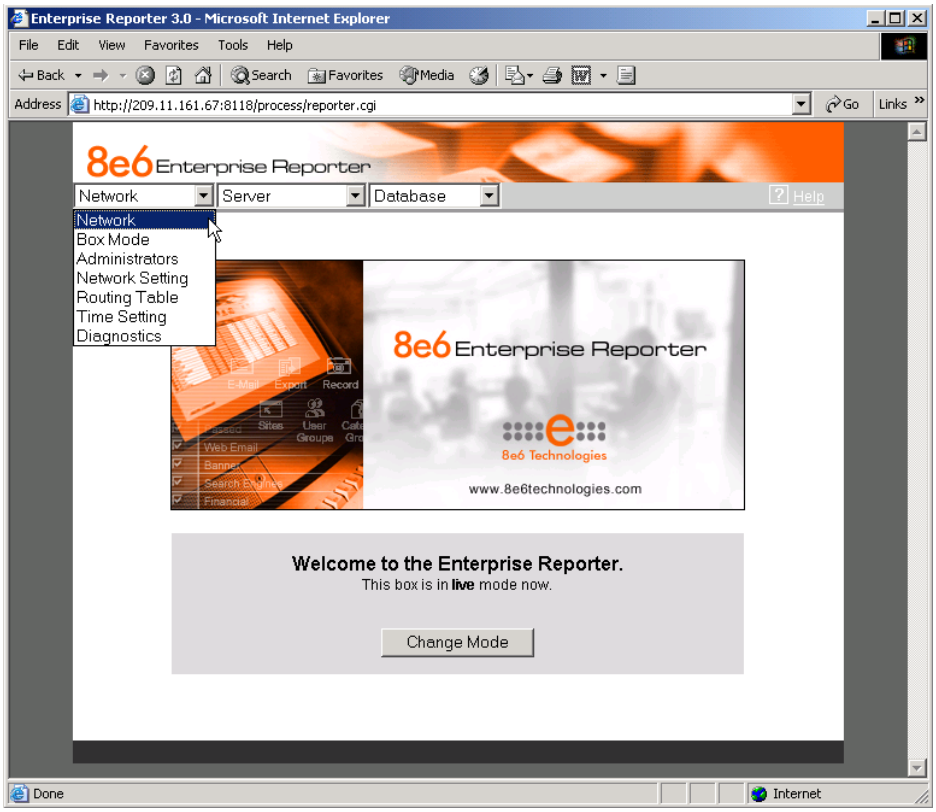


Fig. 1:2-2 Network menu, main screen

Downloaded from www.Manualslib.com manuals search engine

Box Mode

The Server box mode displays by default when you first log on the Server, or when the Box Mode option is selected from the Network menu. (See Figs. 1:2-1 and 1:2-2.) The box mode indicates whether the Server box is functioning in the "live" mode, or in the "archive" mode. When the box mode displays on the screen, you can view the current mode set for the Server, and can change this setting, if necessary.

Live Mode

Once your Server is configured and the Server box is set in the "live" mode, it will receive and process real time data from the Web access logging device. The Client reporting application can then be used to capture data and create views.

Archive Mode

In the "archive" mode, the Server box solely functions as a receptacle in which historical, archived files are placed. In this mode, "old" files placed on the Server can be viewed using the Client reporting application.

Downloaded from www.Manualslib.com manuals search engine

Change the Box Mode

1. Click the **Change Mode** button to display the two box mode options on the screen:

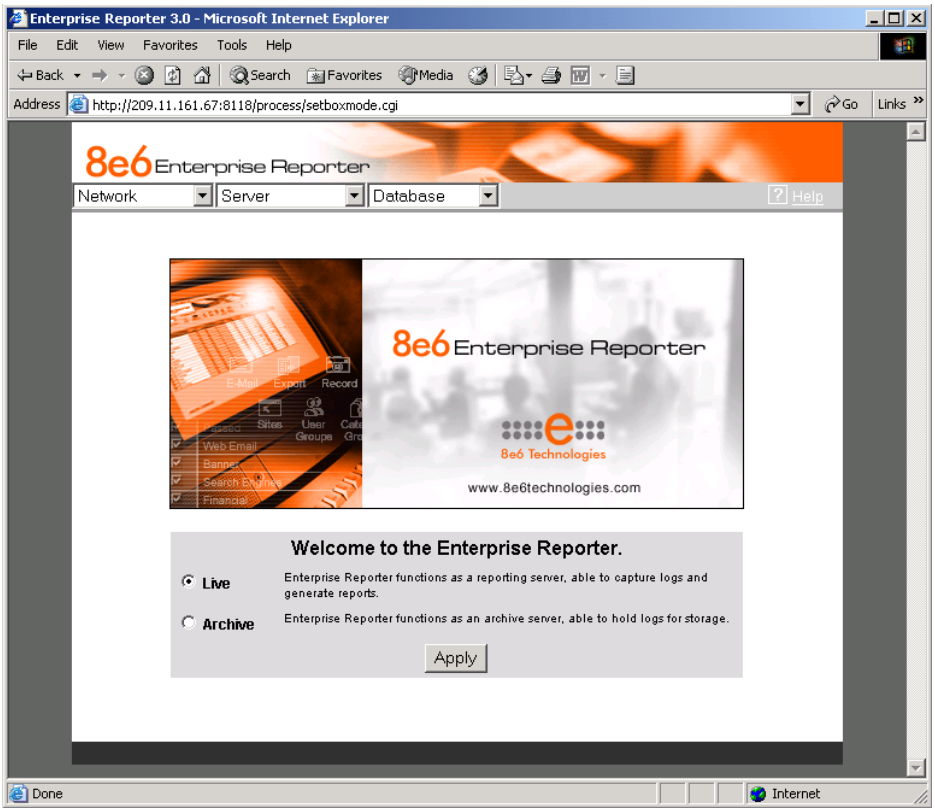


Fig. 1:2-3 Change Box Mode

2. Click the radio button corresponding to **Live** or **Archive** to specify the mode in which the Server should function.
3. Click the **Apply** button to confirm your selection. The "new" mode will be in effect after the Server is restarted.

***NOTE**: After applying the box mode setting, you must restart the Server by selecting the **Restart Hardware** option on the Shut Down screen. (See the Shut Down sub-section under the Server menu section in this chapter.)*

Downloaded from www.Manualslib.com manuals search engine

Add/Edit/Delete Administrators screen

The Add/Edit/Delete Administrators screen displays when the Administrators option is selected from the Network menu. This screen is used for viewing, adding, editing, and deleting the login ID of personnel authorized to configure the Server. For security purposes, administrators should be the first users set up on the Server.

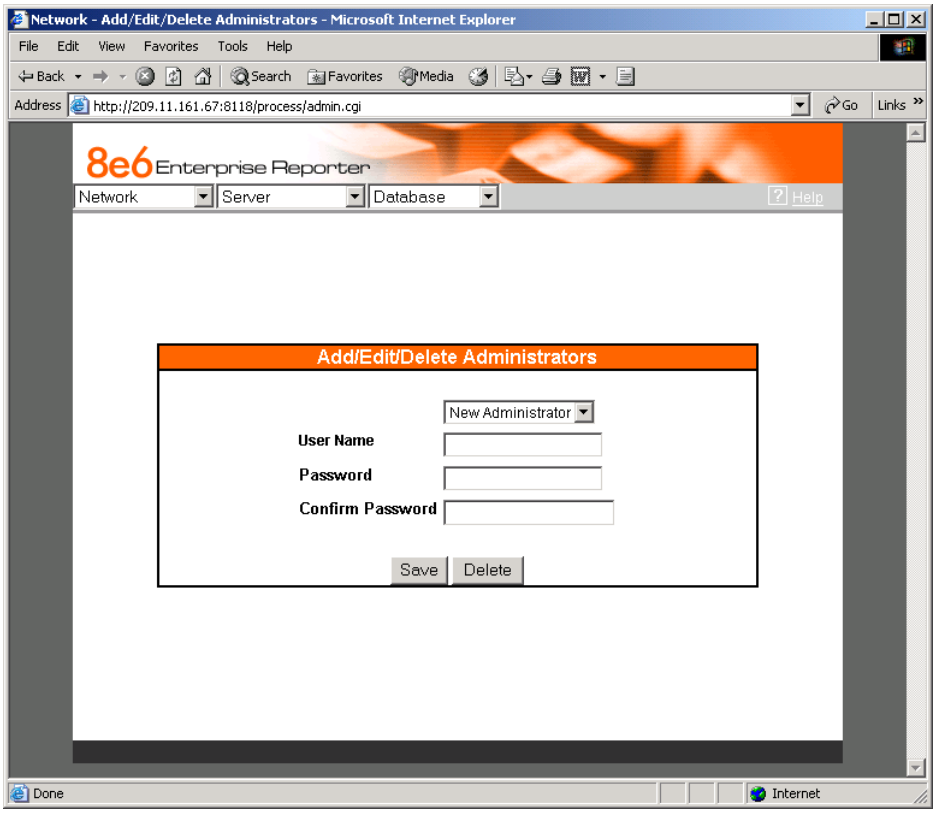


Fig. 1:2-4 Add/Edit/Delete Administrators screen

***TIP**: 8e6 recommends adding an alternate login ID prior to editing or deleting the default login ID. By doing so, if one login ID fails, you have another you can use.*

Downloaded from www.Manualslib.com manuals search engine

View a List of Administrators

To view a list of administrator user names, click the down arrow at the **New Administrator** field. If no administrator has yet been assigned to the Server, no selections display except for the default “admin” user name.

Add an Administrator

1. Select **New Administrator** from the pull-down menu.
2. In the **User Name** field, enter up to 20 upper- and/or lowercase alphanumeric characters, without spaces, for the administrator’s name.
3. In the **Password** field, enter up to eight characters for the administrator’s password. The entry in this field is alphanumeric and case sensitive. For security purposes, an asterisk displays for each character entered in this field.
3. In the **Confirm Password** field, re-enter the password in the exact format used in the Password field. An asterisk displays for each character entered in this field.
4. Click the **Save** button to add the administrator to the choices in the pull-down menu.

Edit an Administrator’s Login ID

1. Select the administrator’s user name from the pull-down menu.
2. Edit either of the following fields:
    - User Name
    - Password (if this field is edited, the Confirm Password field must be edited in tandem)
3. Click the **Save** button.

Downloaded from www.Manualslib.com manuals search engine

Delete an Administrator

1. Select the administrator's user name from the pull-down menu.
2. After the administrator's login ID information populates the fields, click the **Delete** button to remove the administrator's user name from the choices in the pull-down menu.

Network Settings screen

The Network Settings screen displays when the Network Setting option is selected from the Network menu. This screen is used for setting up IP addresses so the Server can communicate with your system.

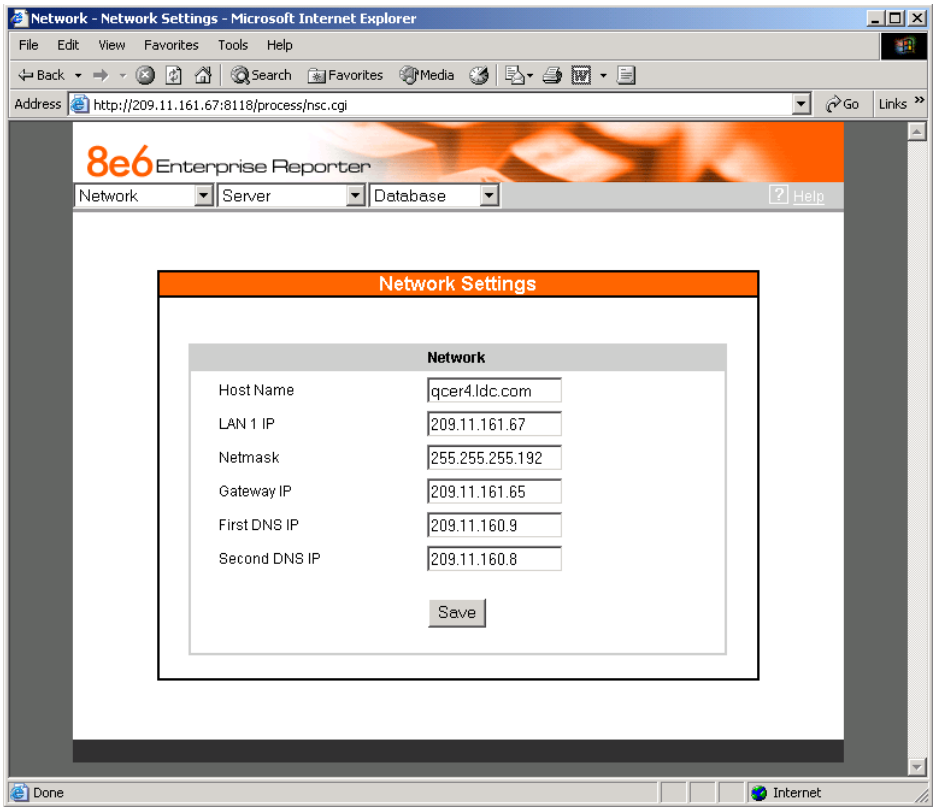


Fig. 1:2-5 Network Settings screen

Downloaded from www.Manualslib.com manuals search engine

Set up/Edit IP Addresses

***TIP**: In order for the Server to effectively communicate with your system, be sure all fields contain accurate information before saving your settings.*

1. Enter or edit an IP address in each appropriate field:
   - In the **Host Name** field, enter the address or URL that will be used for accessing the Administrator GUI. This entry should include the full, qualified domain name, and the "host" name for the box (i.e. reporter.myserver.com).
   - In the **LAN 1 IP** field, enter the IP address of the ER 3.0 Server on your Local Area Network (LAN 1).
   - In the **Netmask** field, enter the netmask that will define the traffic designated for the LAN.
   - In the **Gateway IP** field, enter the IP address for the default router that will be the main gateway for the entire network segment.
   - In the **First DNS IP** field, enter the IP address of the primary Domain Name System (name server). The Server box will use this IP address to identify other IP addresses on the system, including its own IP address.
   - In the **Second DNS IP** field, enter the IP address of the fallback DNS.
2. Be sure each IP address is correct, and then click **Save**.

***NOTE**: After appropriate entries have been made in these fields and saved, you must restart the Server to activate the IPs. To restart the Server, select the **Restart Hardware** option on the Shut Down screen. (See the Shut Down sub-section under the Server menu section in this chapter.)*

Downloaded from www.Manualslib.com manuals search engine

Routing Table screen

The Routing Table screen displays when the Routing Table option is selected from the Network menu. This screen is used for viewing, building, and maintaining a list of routers—network destination and gateway IP addresses—the Server will use for communicating with other segments of the network. You will only need to set up a routing table if your local network is interconnected with another network.

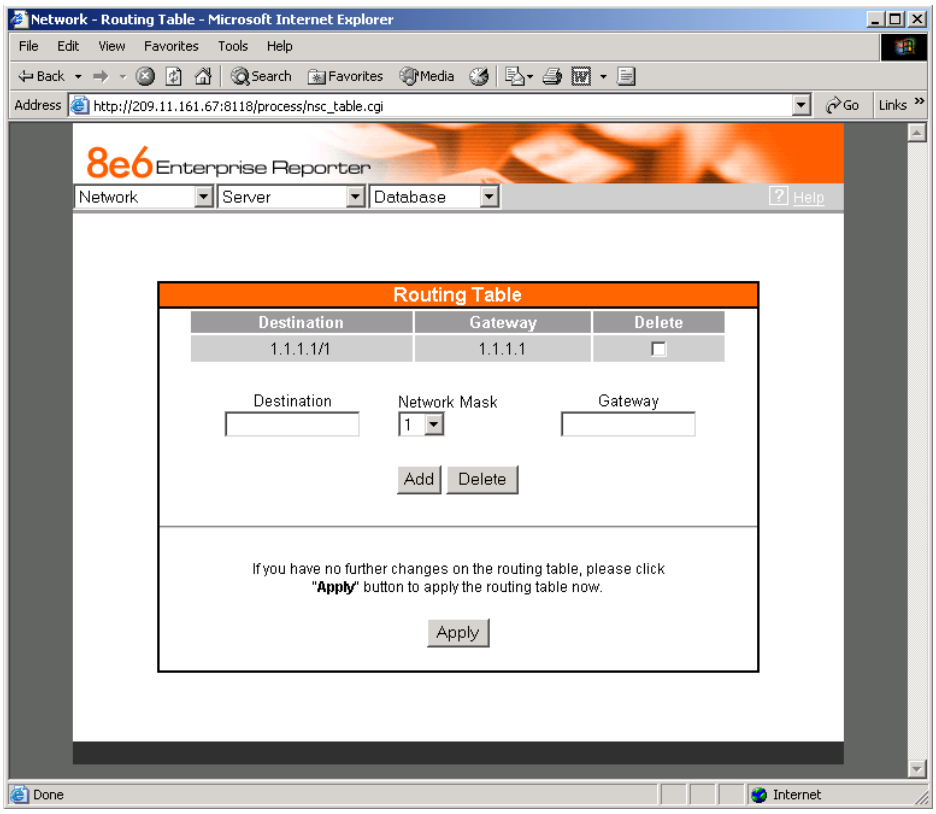


Fig. 1:2-6 Routing Table screen

View a List of Routers

Each router that was configured in the routing table displays as a separate row in the table. The IP address and subnet mask to receive data packets display in the Destination

Downloaded from www.Manualslib.com manuals search engine

column, and the IP address of the portal that will transfer data packets to and from the Internet displays in the Gateway column.

Add a Router

1. In the **Destination** field, enter the IP address of the network to which data packets will be forwarded.
2. At the **Network Mask** pull-down menu, specify the number (1-32) of the subnet mask that will be used for grouping IP addresses on the same local network.
3. In the **Gateway** field, enter the IP address of the portal to which data packets will be transferred to and from the Internet.
4. Click the **Add** button to include your entry in the table. If you have another router to add, follow steps 1-4.
5. After you have entered all routers, click the **Apply** button to display the confirmation screen indicating that your updated routing table is now being applied to the Administrator GUI.
6. Click the **Back** button on the confirmation screen to return to the Routing Table screen.

Delete a Router

1. Click in the **Delete** checkbox of the row corresponding to the router you wish to remove from the routing table.
2. Click the **Delete** button.
3. Click the **Apply** button to display the confirmation screen indicating that your updated routing table is now being applied to the Administrator GUI.
4. Click the **Back** button on the confirmation screen to return to the Routing Table screen.

Downloaded from www.Manualslib.com manuals search engine

Time Settings screen

The Time Settings screen displays when the Time Setting option is selected from the Network menu. This screen is used for specifying the time zone and network time to be used by the Server when generating reports via the Client application.

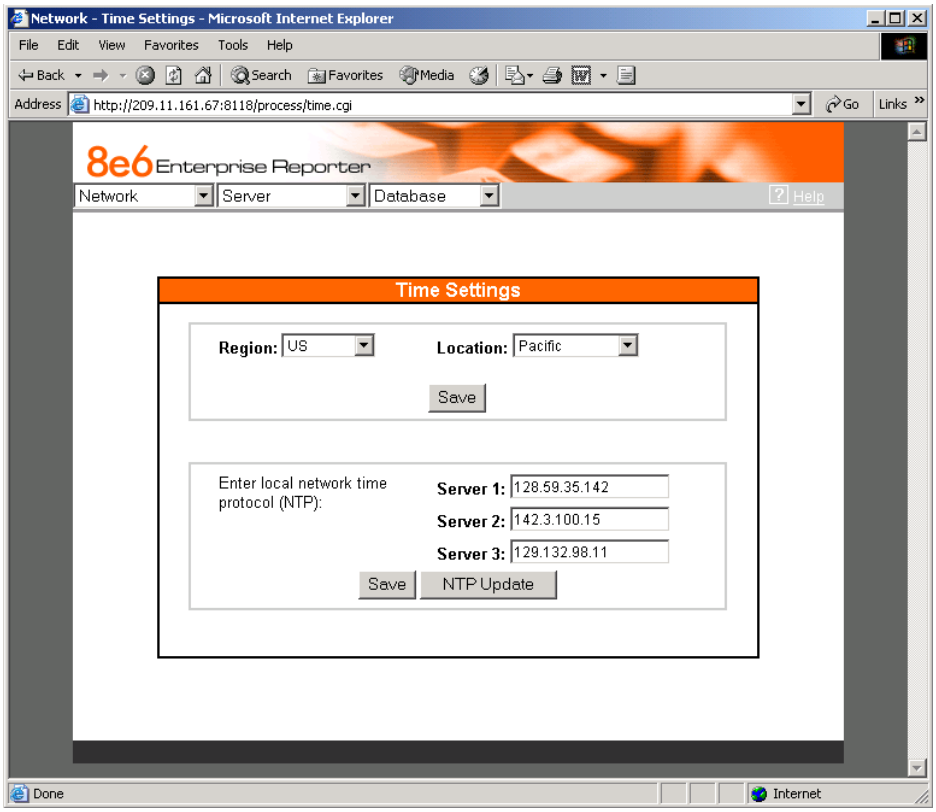


Fig. 1:2-7 Time Settings screen

Specify the Time Zone

1. At the **Region** pull-down menu, select your country from the available choices.
2. If necessary, at the **Location** pull-down menu, select the time zone for the specified region. A selection from this menu is required if your Server is located in the United States or in the Pacific Islands.

Downloaded from www.Manualslib.com manuals search engine

3. Click the **Save** button.

***WARNING**: The time zone set for the ER 3.0 should be the same one set for each Web access logging device to be used by the ER 3.0. These "like" settings ensure consistency when tracking the logging times of all users on the network.*

Specify Network Time Protocol Servers

IP addresses of servers running Network Time Protocol (NTP) software are entered in the Server fields. NTP is a time synchronization system for computer clocks throughout the Internet. Your ER 3.0 Server will use the actual time from clocks at the IP addresses you've specified.

1. Enter or edit an IP address in each appropriate field:
   - In the **Server 1** field, enter the IP address of the primary NTP server to be used for clock settings on your Server.
   - In the **Server 2** field, enter the IP address of the secondary NTP server. The time from this server will be used by your Server if the IP address for the primary server fails to be accessed by your Server.
   - In the **Server 3** field, enter the IP address of the tertiary NTP server. The time from this server will be used by your Server if the IP addresses for the primary and secondary servers fail to be accessed by your Server.
2. Click the **Save** button to save your entries.

***NOTE**: When you click the Save button, the IP addresses you entered are saved, but the time on your Server will not be synchronized with the NTP servers until you click the NTP Update button.*

Downloaded from www.Manualslib.com manuals search engine

Update the Time on the Server

After you have saved the IP addresses of NTP servers you wish your Server to access, click the **NTP Update** button to synchronize the clock on your Server with the NTP server clocks.

Network Diagnostics screen

The Network Diagnostics screen displays when the Diagnostics option is selected from the Network menu. This screen is used to help you identify and resolve problems with your network configuration, using the ping and trace route utility tools.

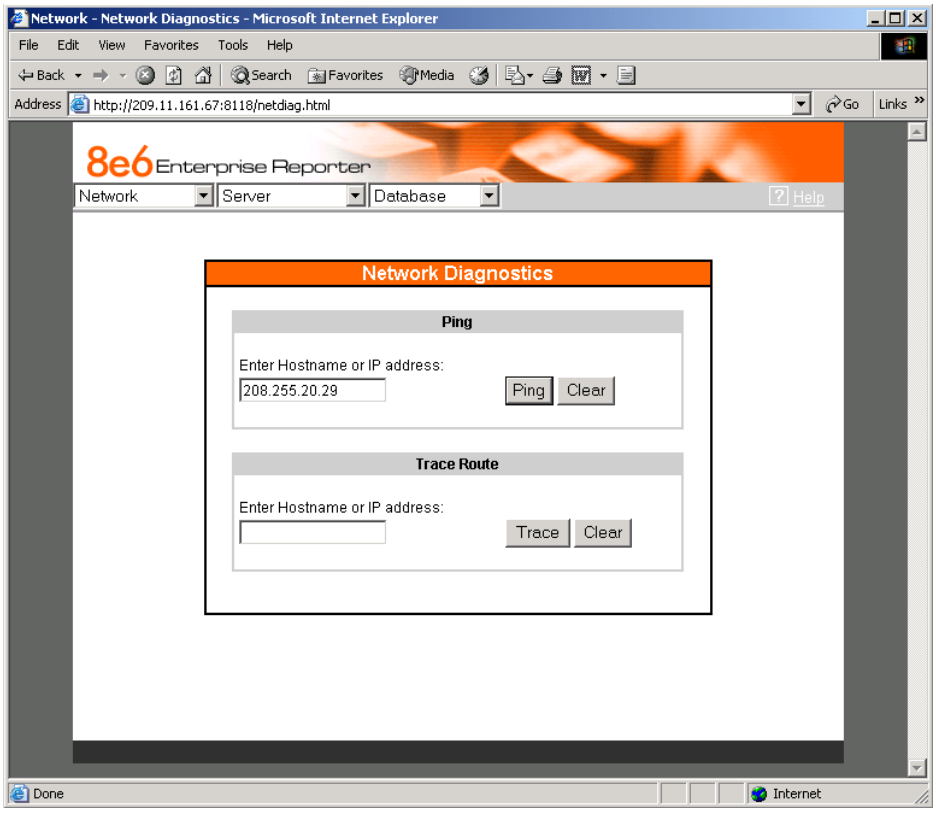


Fig. 1:2-8 Network Diagnostics screen, Ping entry

Downloaded from www.Manualslib.com manuals search engine

Ping

The ping utility is used for verifying whether the Server can communicate with a machine at a given IP address within the network, and the speed of the network connection.

1. In the Ping frame, enter the IP address or host name of the specific Internet address to be contacted (pinged).
2. Click the **Ping** button to display the results found by the Server, as shown on the sample screen:

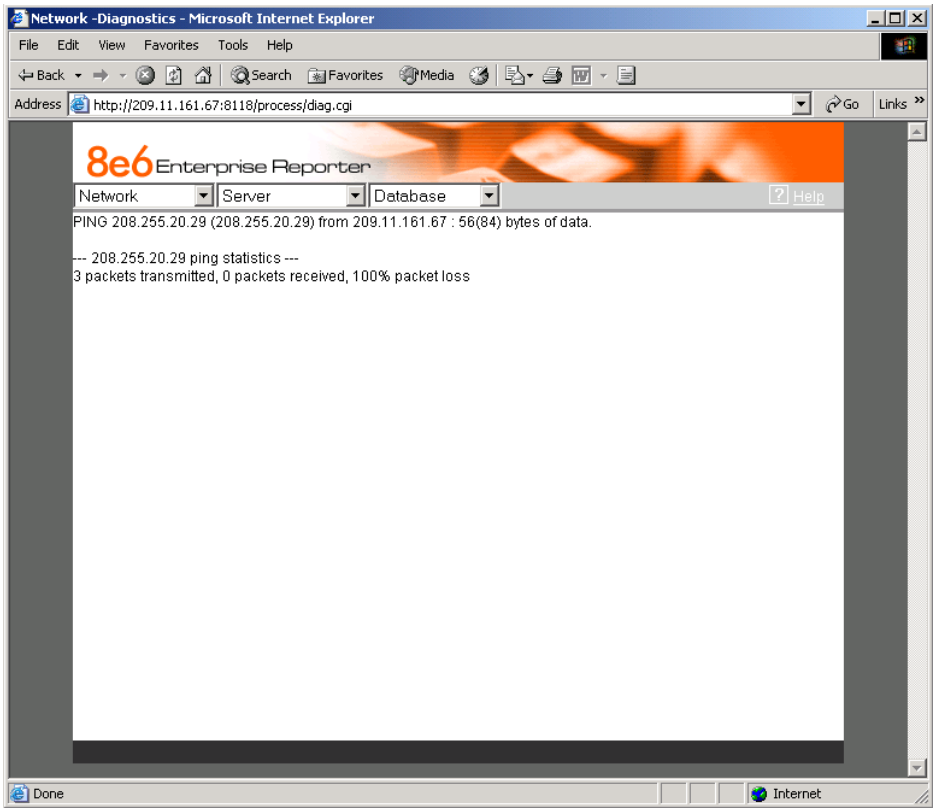

Network -Diagnostics - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.67:8118/process/diag.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
PING 208.255.20.29 (208.255.20.29) from 209.11.161.67 : 56(84) bytes of data.
--- 208.255.20.29 ping statistics ---
3 packets transmitted, 0 packets received, 100% packet loss
Done
Internet

Fig. 1:2-9 Ping results

As indicated by the results for the sample entry, the Server at 206.255.20.29 was not able to communicate with the machine at the IP address 209.11.161.67. The statistics show that three (3) data packets were transmitted by the Server,

Downloaded from www.Manualslib.com manuals search engine

but zero (0) packets were received by the designated machine, for a total of three (3) errors and a 100 percent packet loss.

***TIP**: If the machine cannot be contacted, be sure the ping feature on that machine is turned on.*

***NOTE**: To ping another IP address, click the Back button in your browser window, then click the Clear button in the Ping frame, and follow the procedures documented in this sub-section.*

Trace Route

If the ping utility was not able to help you diagnose the problem with your network configuration, you should use the trace route utility. This diagnostic tool records each “hop” (trip from one router to another) the data packet made, identifying the IP addresses of gateway computers where the packet stopped en route to its final destination, and the length of time of each hop.

***NOTE**: The trace route utility can be used after your routing table has been set up. To set up a routing table, see the Routing Table screen sub-section under the Network menu in this chapter.*

1. In the Trace Route frame, enter the IP address or host name of the specific Internet address to be validated.
2. Click the **Trace** button to display the results found by the Server, as shown on the sample screen:

Downloaded from www.Manualslib.com manuals search engine

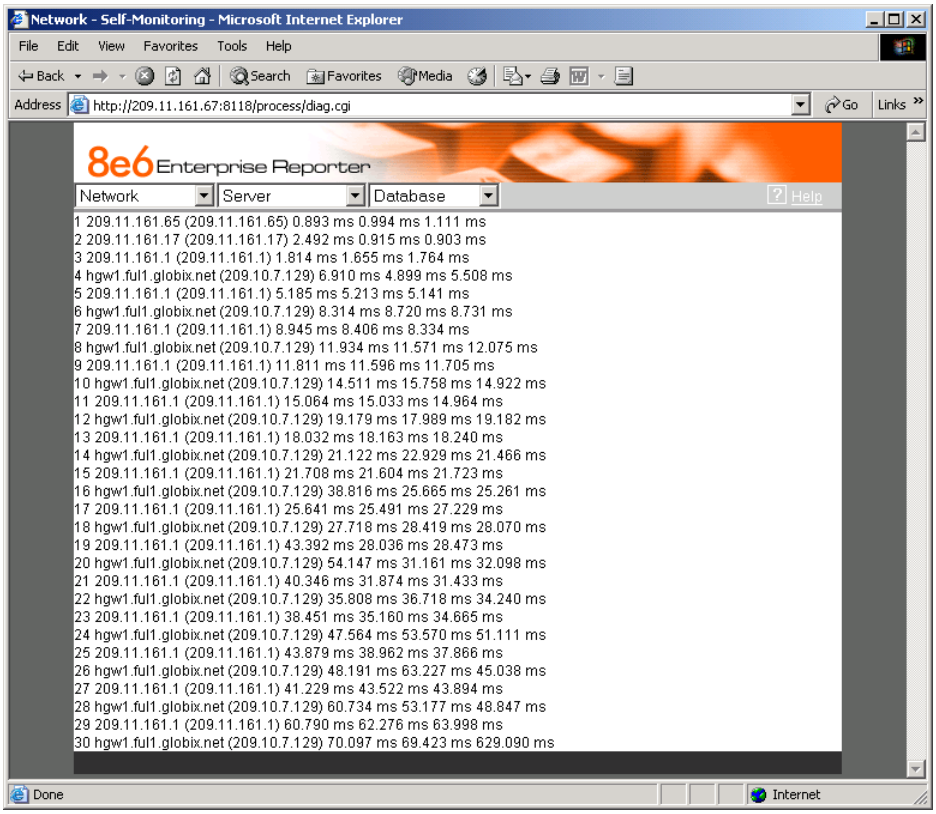


Fig. 1:2-10 Trace Route results

As indicated by the results for the sample entry, the packet made 30 hops. For each line in the report, the hop number displays, followed by the IP address or host name; the IP address in parentheses; and the maximum, minimum, and average response time in milliseconds.

***TIP**: To "trace" another IP address, click the Back button in your browser window, then click the Clear button in the Trace Route frame, and follow the procedures documented in this sub-section.*

Downloaded from www.Manualslib.com manuals search engine

Server Menu

The Server pull-down menu includes options for setting up processes for maintaining the Server. These options are: Backup, Self-Monitoring, Server Status, Secure Access, Software Update, and Shut Down.

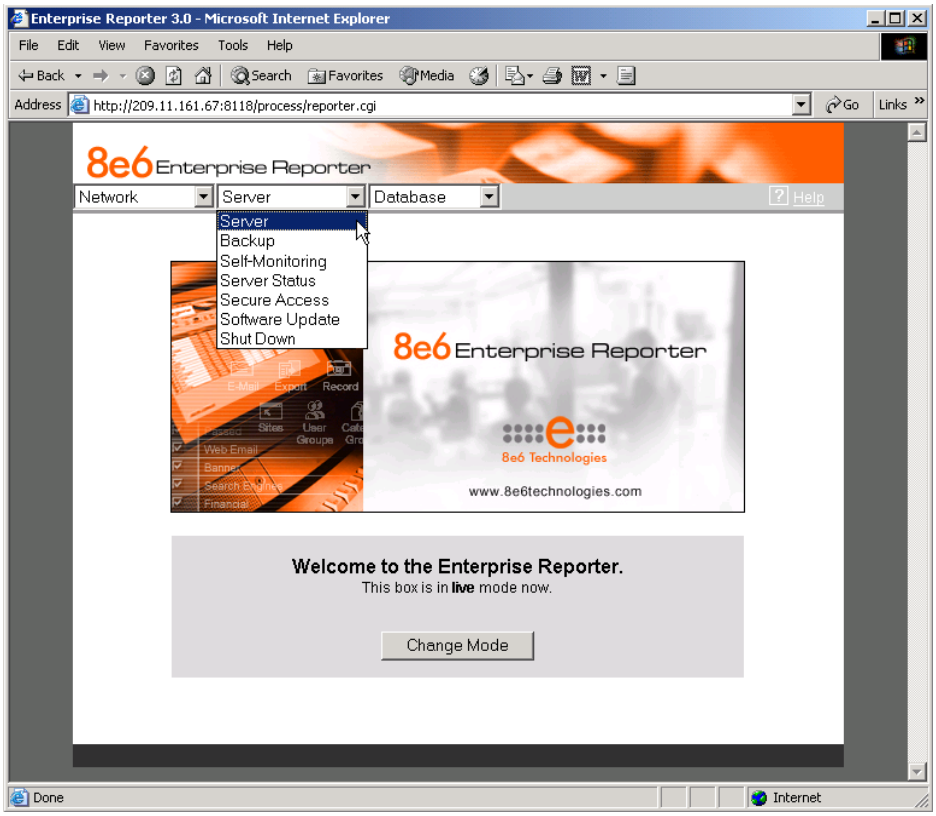


Fig. 1:2-11 Server menu, main screen

Backup screen

The Backup screen displays when the Backup option is selected from the Server menu. This screen is used for setting up the password for the remote server's FTP account, for executing an immediate backup on the ER 3.0 Server, and for performing a restoration to the database from the previous backup run.

Downloaded from www.Manualslib.com manuals search engine

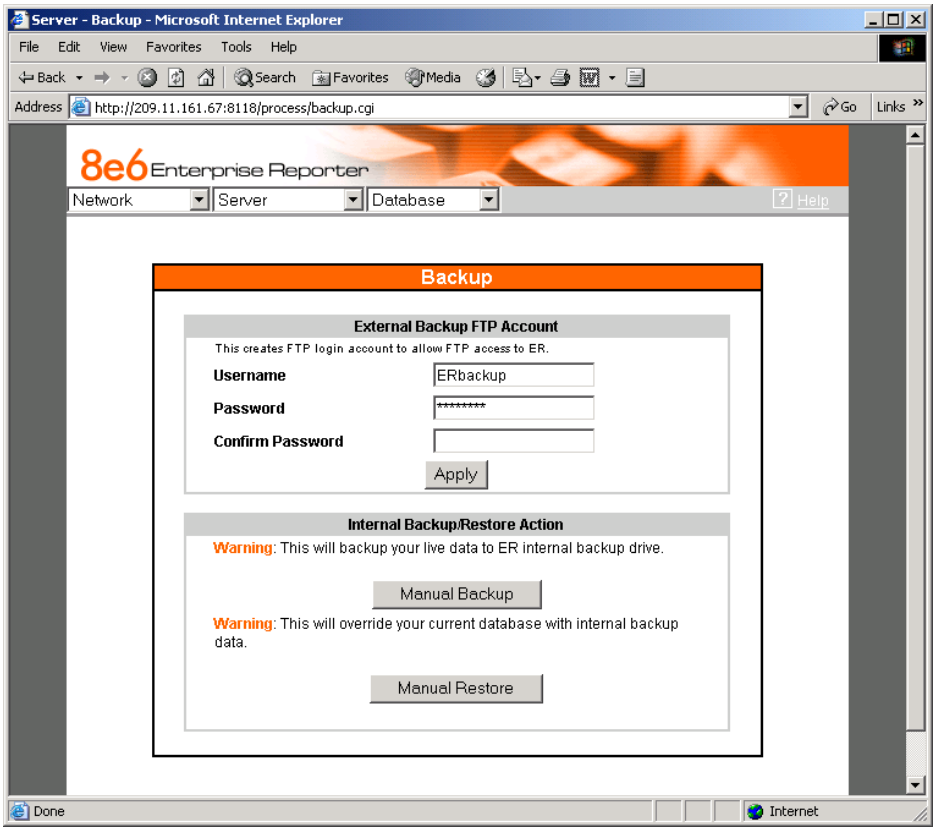

Server - Backup - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.67:8118/process/backup.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
Backup
External Backup FTP Account
This creates FTP login account to allow FTP access to ER.
Username ERbackup
Password ********
Confirm Password
Apply
Internal Backup/Restore Action
Warning: This will backup your live data to ER internal backup drive.
Manual Backup
Warning: This will override your current database with internal backup data.
Manual Restore
Done
Internet

Fig. 1:2-12 Backup screen

Backup Procedures

Although automatic backups to a local ER 3.0 hard drive are scheduled nightly by default, it is important that the ER 3.0 administrator implements a backup policy to ensure data integrity and continuity in the event of any possible failure scenario. This policy should include frequent, remote backups, such that raw logs and ER 3.0 database files are available for restoration without relying on the ER 3.0's hard drives.

In general, recovery plans involve (i) restoring the most recent backup of the database, and (ii) restoring raw logs to fill in the gap between the most recent backup of the database, and the current date and time.

Downloaded from www.Manualslib.com manuals search engine

Some scenarios and action plans to consider include the following:

- **The ER 3.0 database becomes corrupted** - Correct the root problem. Restore the database from the most recent ER 3.0 backup, and reprocess raw logs up to the current date and time.
- **The data drive fails** - Replace the data drive. Restore the database from the ER 3.0 backup drive, and reprocess raw logs up to the current date and time.
- **The backup drive fails** - Replace the backup drive, and perform a manual backup.
- **Both data and backup drives are damaged** - Restore the database from the most recent remote backup, and reprocess raw logs up to the current date and time.

As you can see, it is critical that raw logs are available to bridge the gap between the last database backup and the present time, and more frequent backups (local and remote) result in less “catch-up” time required for reprocessing raw logs.

Set up/Edit External Backup FTP Password

In order to back up the ER 3.0 Server’s database to a remote server, an FTP account must be established for the remote server.

***NOTE**: In the External Backup FTP Account frame, the login name that will be used to access the remote server displays in the Username field. This field cannot be edited.*

1. In the **Password** field, enter up to eight characters for the password. The entry in this field is alphanumeric and case sensitive. For security purposes, an asterisk displays for each character entered.

Downloaded from www.Manualslib.com manuals search engine

2. In the **Confirm Password** field, re-enter the password in the exact format used in the Password field. An asterisk displays for each character entered in this field.
3. Click the **Apply** button to save your entries. The updated Account ID will be activated after two minutes.

Execute a Manual Backup

In addition to performing on demand backups in preparation for a disaster recovery, you may wish to execute a manual backup under the following circumstances:

- **Power outage** - If there is a power outage at your facility and your system uses a backup battery, you might want to back up data before the battery fails.
- **Rolling blackout** - If your facility is subjected to rolling blackouts, and a blackout is scheduled during the time of your daily backup, you should back up your data before the blackout period, when the ER 3.0 Server will be down.
- **Expiration about to occur** - If a data expiration is about to occur, you might want to back up your data before losing the oldest data on the ER 3.0 Server, prior to the daily backup process.

***WARNING**: If corrupted data is detected on the ER 3.0 Server, do not backup your data, as you may back up and eventually restore a corrupted database.*

When performing a manual backup, the ER 3.0's database is immediately saved to the internal backup drive. From the remote server, the backup database can be retrieved via FTP, and then stored off site.

***TIP**: 8e6 recommends executing an on demand backup during the lightest period of system usage, so the Server will perform at maximum capacity.*

Downloaded from www.Manualslib.com manuals search engine

1. Click the **Manual Backup** button in the Internal Backup/ Restore Action frame to specify that you wish to back up live data to the ER 3.0 Server's internal backup drive.
2. On the Confirm Backup/Restore screen, click the **Yes** button to back up the database tables and indexes.

WARNING*: 8e6 recommends that you do not perform other functions on the ER 3.0 Server until the backup is complete. The time it will take to complete the backup depends on the size of all tables being saved.*

Perform a Remote Backup

After executing the manual backup, a remote backup can be performed on your remote server.

NOTE*: Before beginning this FTP process, be sure you have enough space on the remote server for storing backup data. The required space can be upwards of 200 gigabytes.*

1. Log in to your FTP account.
2. Use FTP to download the ER 3.0 Server's backup database to the remote server.
3. Store this backup data in a safe place off the remote server. If this backup database needs to be restored, it can be uploaded to the ER 3.0 Server via FTP. (See Perform a Restoration to the Server.)

Downloaded from www.Manualslib.com manuals search engine

Perform a Restoration to the ER 3.0 Server

There are two parts in performing a restoration of data to your ER 3.0 Server. Part one requires data to be loaded on the remote server and then FTPed to the ER 3.0 Server. Part two requires the FTPed data to be restored on the ER 3.0 Server.

***NOTE**: Before restoring backup data to the ER 3.0 Server, be sure you have enough space on the ER 3.0 Server. Data that is restored to the ER 3.0 Server will automatically include indexes.*

Perform these steps on the remote server:

1. Load the backup data on your remote server.
2. Log in to your FTP account.
3. FTP the backup data to the ER 3.0 Server's internal backup drive.

On the ER 3.0 Server's Backup screen:

1. Click the **Manual Restore** button in the Internal Backup/ Restore Action frame to specify that you wish to overwrite data on the live ER 3.0 Server with data from the previous, internal backup run.
2. On the Confirm Backup/Restore screen, click the **Yes** button to restore database tables and indexes to the ER 3.0 Server.

***NOTE**: The amount of time it will take to restore data to the ER 3.0 Server depends on the combined size of all database tables being restored. 8e6 recommends that you do not perform other functions on the ER 3.0 Server until the restoration is complete.*

Downloaded from www.Manualslib.com manuals search engine

Self Monitoring screen

The Self Monitoring screen displays when the Self-Monitoring option is selected from the Server menu. This screen is used for setting up and maintaining e-mail addresses of contacts who will receive automated notifications if problems occur with the network. Possible alerts include situations in which a daemon stops running, software fails to run, corrupted files are detected, or a power outage occurs.

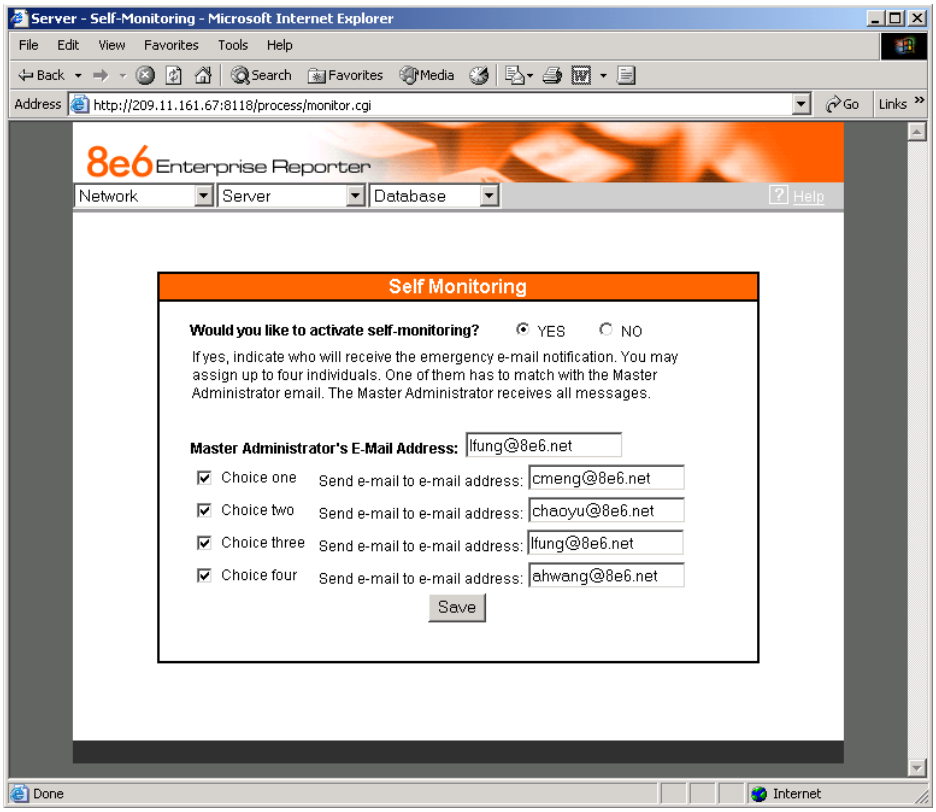

Server - Self-Monitoring - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.67:8118/process/monitor.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
Self Monitoring
Would you like to activate self-monitoring? YES NO
If yes, indicate who will receive the emergency e-mail notification. You may assign up to four individuals. One of them has to match with the Master Administrator email. The Master Administrator receives all messages.
Master Administrator's E-Mail Address: lfung@8e6.net
Choice one Send e-mail to e-mail address: cmeng@8e6.net
Choice two Send e-mail to e-mail address: chaoyu@8e6.net
Choice three Send e-mail to e-mail address: lfung@8e6.net
Choice four Send e-mail to e-mail address: ahwang@8e6.net
Save
Done
Internet

Fig. 1:2-13 Self Monitoring screen

As the administrator of the Server, you have the option to either activate or deactivate this feature. When the self-monitoring feature is activated, an automated e-mail message is dispatched to designated recipients if the Server identifies a failed process during its hourly check for new data.

Downloaded from www.Manualslib.com manuals search engine

View a List of Contact E-Mail Addresses

If this feature is currently activated, the e-mail address of the Master Administrator displays on this screen, along with any other contacts set up as Choice one - four.

Set up and Activate Self-Monitoring

1. Click the radio button corresponding to **YES**.
2. Enter the **Master Administrator's E-Mail Address**.
3. In the **Send e-mail to e-mail address** fields, enter up to four e-mail addresses of persons authorized to receive automated notifications. Entries in any of these four fields are optional.
4. If e-mail addresses were entered in any of the four optional e-mail address fields, click in the **Choice one** - **Choice four** checkboxes corresponding to the e-mail address(es).
5. Click the **Save** button to activate self-monitoring.

Remove Recipient from E-mail Notification List

1. To stop sending emergency notifications to an e-mail address set up in the list, remove the check mark from the checkbox corresponding to the appropriate e-mail address.
2. Click the **Save** button to remove the recipient's name from the e-mail list. The Master Administrator and any remaining e-mail addresses in the list will continue receiving notifications.

Deactivate Self-Monitoring

1. Click the radio button corresponding to **NO**.
2. Click the **Save** button to deactivate self-monitoring.

Downloaded from www.Manualslib.com manuals search engine

Server Status screen

The Server Status screen displays when the Server Status option is selected from the Server menu. This screen, which automatically refreshes itself every 10 seconds, displays the statuses of processes currently running on the Server, and provides information on the amount of space and memory used by each process.

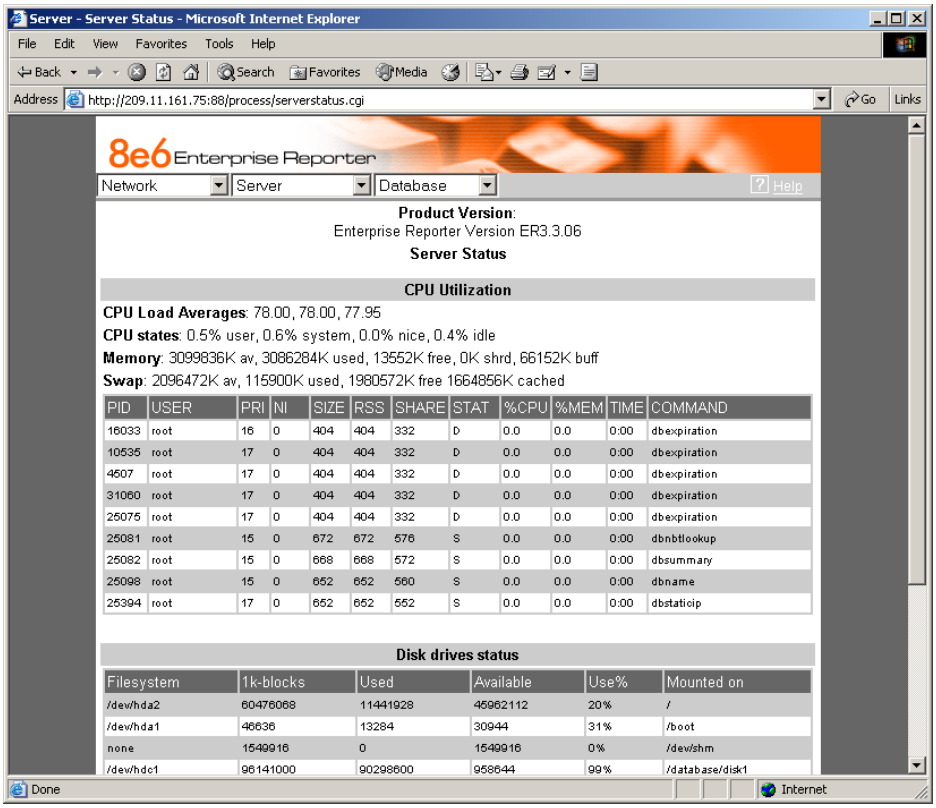

Server - Server Status - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.75:88/process/serverstatus.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
Product Version:
Enterprise Reporter Version ER3.3.06
Server Status
CPU Utilization
CPU Load Averages: 78.00, 78.00, 77.95
CPU states: 0.5% user, 0.6% system, 0.0% nice, 0.4% idle
Memory: 3099836K av, 3086284K used, 13552K free, 0K shrd, 66152K buff
Swap: 2096472K av, 115900K used, 1980572K free 1664856K cached
PID USER PRI NI SIZE RSS SHARE STAT %CPU %MEM TIME COMMAND
16033 root 16 0 404 404 332 D 0.0 0.0 0:00 dbexpiration
10535 root 17 0 404 404 332 D 0.0 0.0 0:00 dbexpiration
4507 root 17 0 404 404 332 D 0.0 0.0 0:00 dbexpiration
31060 root 17 0 404 404 332 D 0.0 0.0 0:00 dbexpiration
25075 root 17 0 404 404 332 D 0.0 0.0 0:00 dbexpiration
25081 root 15 0 672 672 576 S 0.0 0.0 0:00 dbnbtlookup
25082 root 15 0 668 668 572 S 0.0 0.0 0:00 dbsummary
25098 root 15 0 652 652 560 S 0.0 0.0 0:00 dbname
25394 root 17 0 652 652 552 S 0.0 0.0 0:00 dbstaticip
Disk drives status
Filesystem 1k-blocks Used Available Use% Mounted on
/dev/hda2 60476068 11441928 45962112 20% /
/dev/hda1 46636 13284 30944 31% /boot
none 1549916 0 1549916 0% /dev/shm
/dev/hdc1 96141000 90298600 958644 99% /database/disk1
Done
Internet

Fig. 1:2-14 Server Status screen

View the Status of the Server

The Product Version number of the software displays at the top of the screen. Status information displays in the following sections of this screen:

Downloaded from www.Manualslib.com manuals search engine

- CPU Utilization - includes CPU process data and information on the status of the top command
- Disk drives status - provides data on the status of each drive of the operating system
- NETSTAT - displays the status of a local IP address

Secure Access screen

The Secure Access screen displays when the Secure Access option is selected from the Server menu. This screen is primarily used by 8e6 technical support representatives to perform maintenance on your Server, if your system is behind a firewall that denies access to your Server.

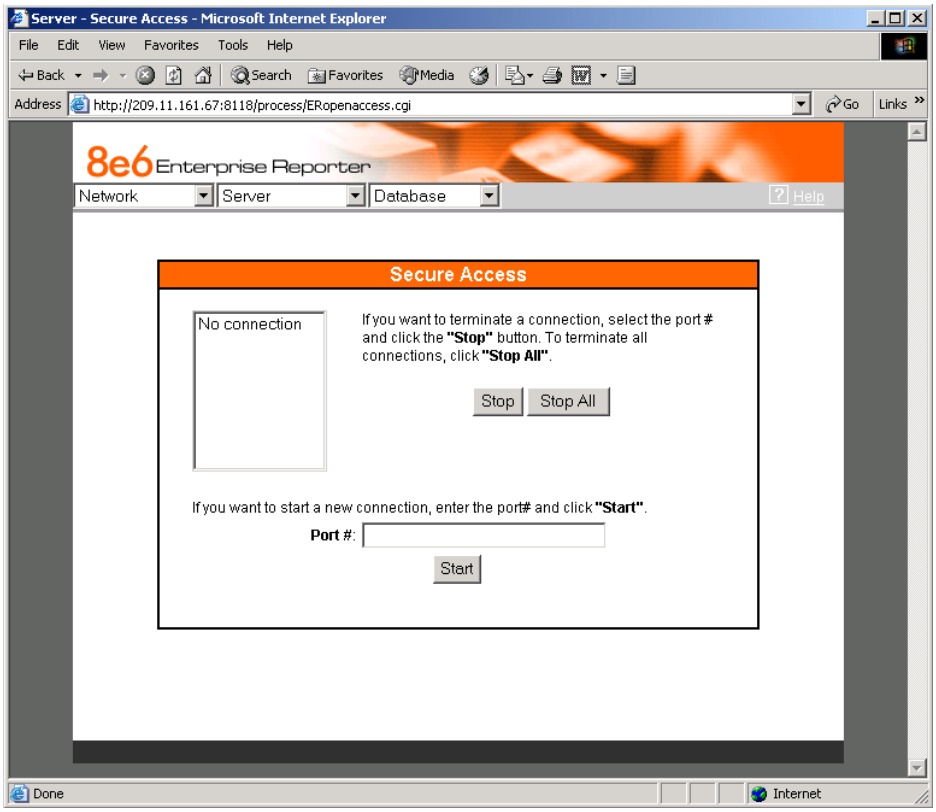

Server - Secure Access - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.67:8118/process/ERopenaccess.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
Secure Access
No connection
If you want to terminate a connection, select the port # and click the "Stop" button. To terminate all connections, click "Stop All".
Stop Stop All
If you want to start a new connection, enter the port# and click "Start".
Port #:
Start
Done
Internet

Fig. 1:2-15 Secure Access screen

Downloaded from www.Manualslib.com manuals search engine

Activate a Port to Access the Server

1. After the administrator at the customer's site authorizes you to use a designated port to access their Server, enter that number at the **Port #** field.
2. Click the **Start** button to activate the port. This action enters the port number in the list box above, replacing the text: "No connection".

***TIP**: Follow steps 1-2 to activate additional ports.*

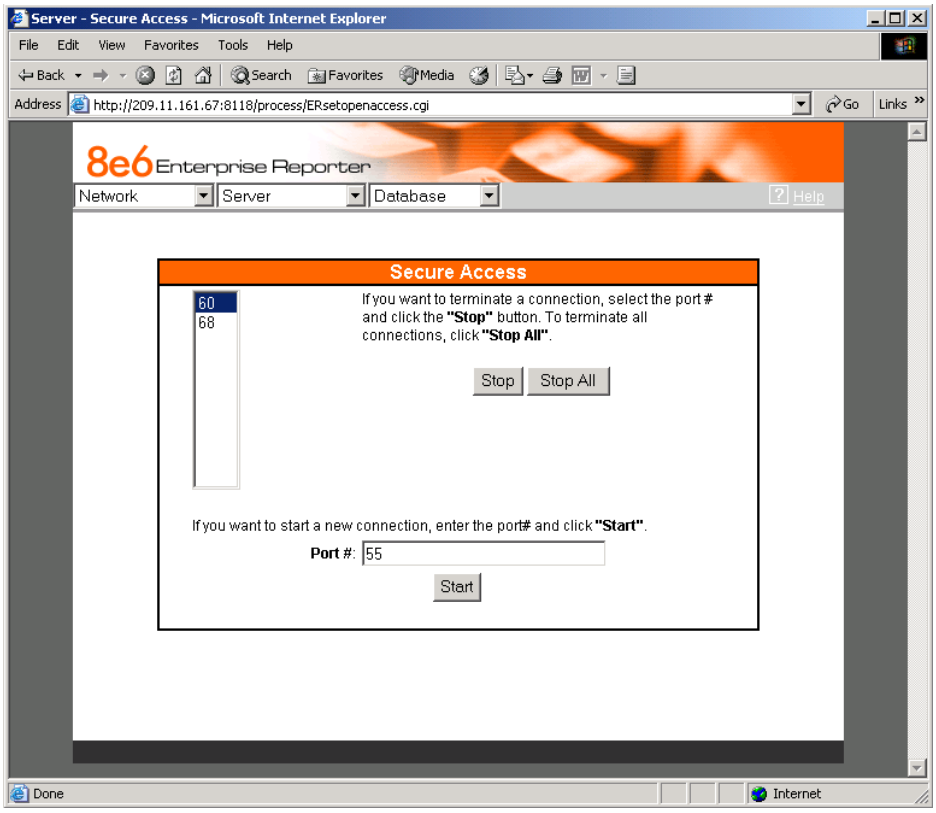

Server - Secure Access - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://209.11.161.67:8118/process/ERsetopenaccess.cgi
Go Links
8e6 Enterprise Reporter
Network Server Database Help
Secure Access
60
68
If you want to terminate a connection, select the port # and click the "Stop" button. To terminate all connections, click "Stop All".
Stop Stop All
If you want to start a new connection, enter the port# and click "Start".
Port #: 55
Start
Done
Internet

Fig. 1:2-16 Port entries

Terminate a Port Connection

1. After maintenance has been performed on the customer's Server, select the active port number from the list box by clicking on it.

Downloaded from www.Manualslib.com manuals search engine

2. Click the **Stop** button to terminate the port connection. This action removes the port number from the list box.

Terminate All Port Connections

If more than one port is currently active on the customer's Server and you need to terminate all port connections, click the **Stop All** button. This action removes all port numbers from the list box.

Software Update screen

The Software Update screen displays when the Software Update option is selected from the Server menu. This screen is used for updating the Server with software updates (patches) supplied by 8e6.

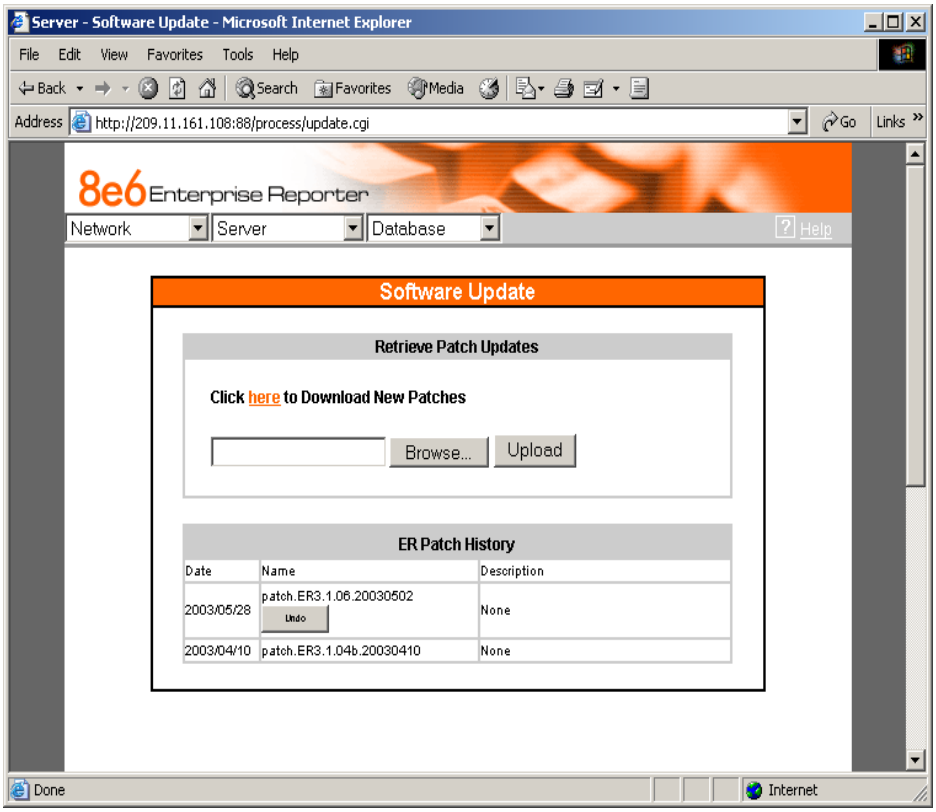


Fig. 1:2-17 Software Update screen

Downloaded from www.Manualslib.com manuals search engine

View Installed Patches

Any patch previously installed on the Server displays in the ER Patch History frame. For each installed patch, the Date installed (YYYY/MM/DD), and patch Name and Description display.

Retrieve a Patch

1. In the Retrieve Patch Updates frame, click the hyperlink ("here") to launch a browser window for the Web page "Software Updates: Enterprise Reporter (ER) Patches" (http://www.8e6technologies.com/patches/er.html) from 8e6's Web site (see Fig. 1:2-18).
2. If patches are available for the ER 3.0, links to the files display in the "ER 3.0" section of the Web page. To download a patch to the Server, make a selection by clicking on the Name of the patch.
3. In the Save As popup window, save the patch to a designated folder on the Server, then close the popup window and the Web page.

Install a Patch

***WARNING**: Before installing a patch you must shut off the Server's software by selecting the **Shutdown Software** option on the Shut Down screen. (See the Shut Down sub-section under the Server menu section in this chapter.) All patches must be installed in numerical order on your Server.*

1. On the Software Update screen, click the **Browse** button to open the Choose file popup window.
2. Select the patch. When you make a selection from this popup window, the popup window closes and your choice displays in the text box.
3. Click the **Upload** button to install the patch on the Server.

Downloaded from www.Manualslib.com manuals search engine

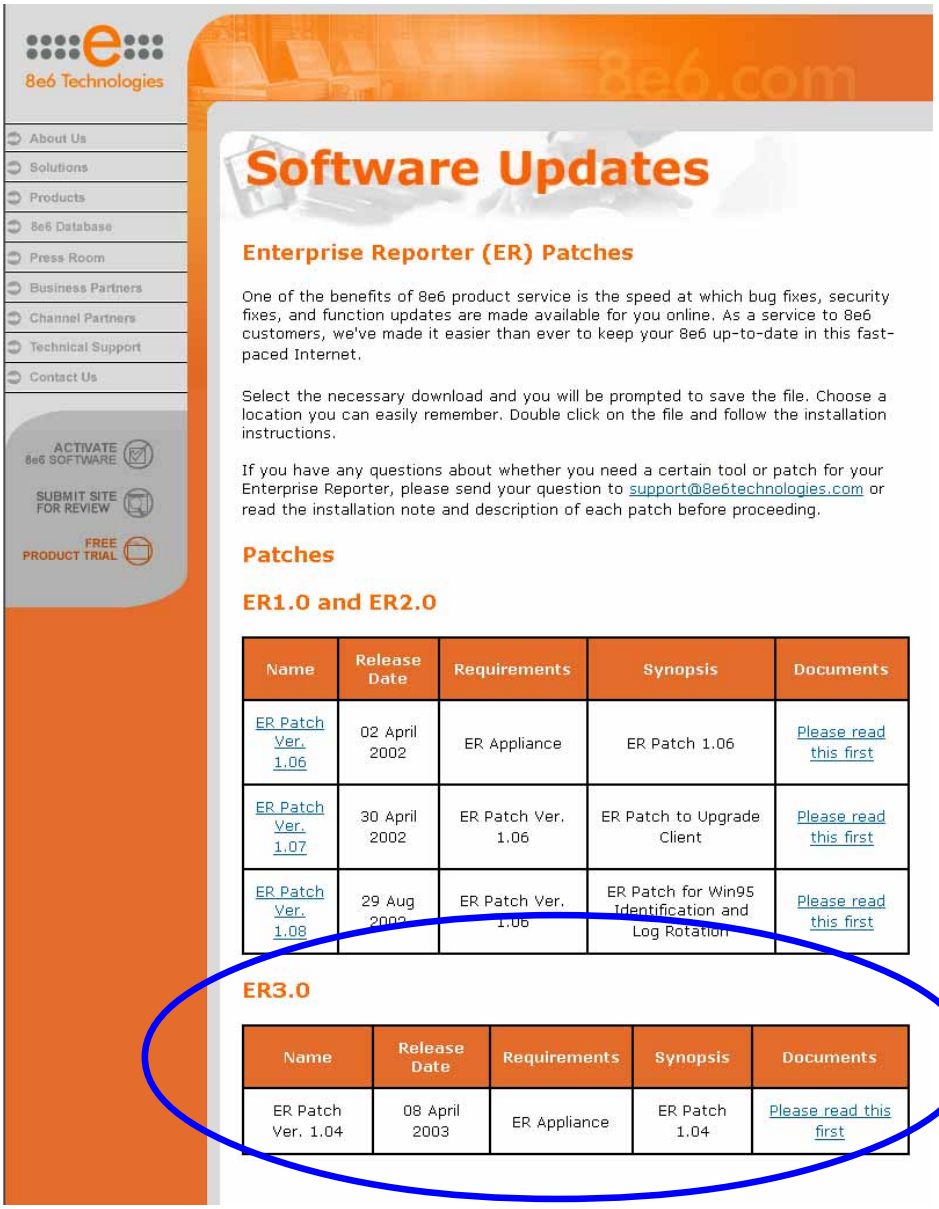

8e6 Technologies
About Us
Solutions
Products
8e6 Database
Press Room
Business Partners
Channel Partners
Technical Support
Contact Us
ACTIVATE 8e6 SOFTWARE
SUBMIT SITE FOR REVIEW
FREE PRODUCT TRIAL
Software Updates
Enterprise Reporter (ER) Patches
One of the benefits of 8e6 product service is the speed at which bug fixes, security fixes, and function updates are made available for you online. As a service to 8e6 customers, we've made it easier than ever to keep your 8e6 up-to-date in this fast-paced Internet.
Select the necessary download and you will be prompted to save the file. Choose a location you can easily remember. Double click on the file and follow the installation instructions.
If you have any questions about whether you need a certain tool or patch for your Enterprise Reporter, please send your question to support@8e6technologies.com or read the installation note and description of each patch before proceeding.
Patches
ER1.0 and ER2.0
Name | Release Date | Requirements | Synopsis | Documents
ER Patch Ver. 1.06 | 02 April 2002 | ER Appliance | ER Patch 1.06 | Please read this first
ER Patch Ver. 1.07 | 30 April 2002 | ER Patch Ver. 1.06 | ER Patch to Upgrade Client | Please read this first
ER Patch Ver. 1.08 | 29 Aug 2002 | ER Patch Ver. 1.06 | ER Patch for Win95 Identification and Log Rotation | Please read this first
ER3.0
Name | Release Date | Requirements | Synopsis | Documents
ER Patch Ver. 1.04 | 08 April 2003 | ER Appliance | ER Patch 1.04 | Please read this first

Fig. 1:2-18 Software Updates for the ER 3.0

***NOTES**: After installing the patch, you must restart the Software by selecting the **Restart Software** option on the Shut Down screen.*

A patch can be uninstalled by clicking the Undo button beside the patch in the Name column of the ER Patch History frame.

Downloaded from www.Manualslib.com manuals search engine

Shut Down screen

The Shut Down screen displays when the Shut Down option is selected from the Server menu. This screen is used to restart or shut down the Server's software or hardware.

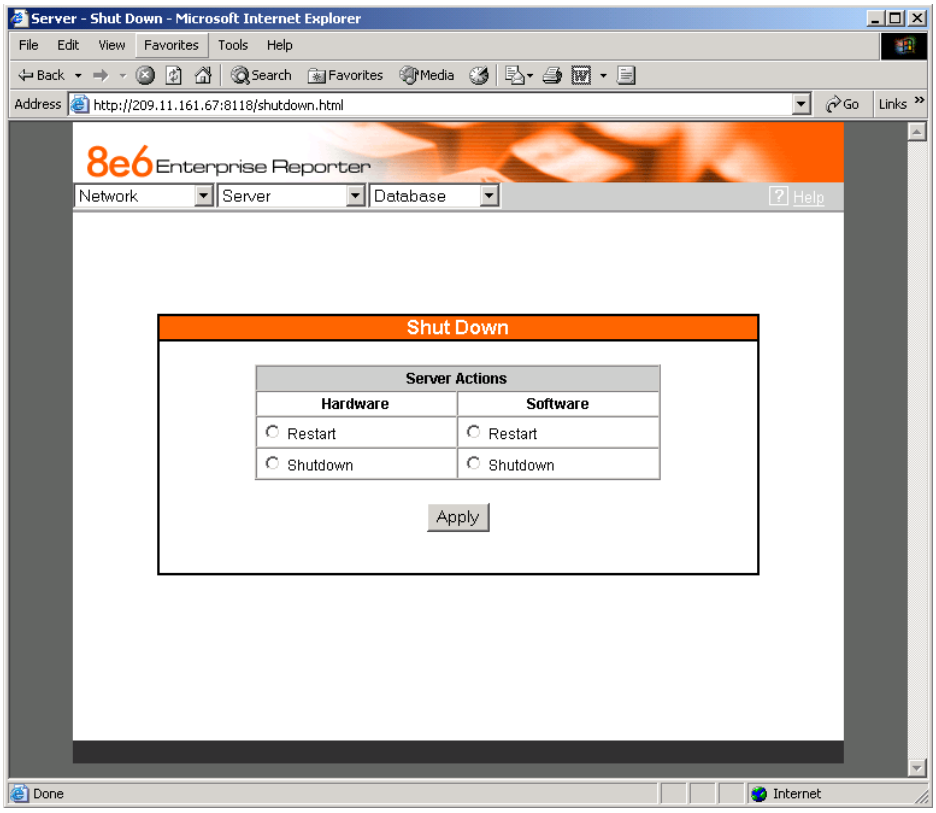


Fig. 1:2-19 Shut Down screen

Server Action Selections

- **Restart the Server's Hardware** - The Restart Hardware option should be selected if the Server box needs to be rebooted—for example, when applying certain hardware configurations. You will need to use this option if the box mode has been changed or after an IP address has been entered in the Network Settings screen. During the Hardware Restart process, files normally FTPed to the Server are routed to a problem directory in the logging device.

Downloaded from www.Manualslib.com manuals search engine

When the Server is running again, these files are FTPed to the Server.

- **Shut Down the Server's Hardware** - The Shutdown Hardware option should only be selected if the Server's hardware must be completely shut down—for example, if the Server box will be physically relocated. When this option is selected, the Server box shuts off, and files normally FTPed to the Server will be routed to a problem directory in the logging device. When the Server is rebooted, these files will be FTPed to the Server.
- **Restart the Server's Software** - The Restart Software option should be selected if daemons fail to run and/or the database needs to be started again. When this option is selected, the MySQL database is rebooted.
- **Shut Down the Server's Software** - The Shutdown Software option should be selected if a patch needs to be installed on the Server. When the Shutdown Software option is selected, the MySQL database shuts off and no files are FTPed to the Server.

Perform a Server Action

1. Click the radio button corresponding to the Server Action you wish to execute.
2. Click the **Apply** button to display the warning screen.
3. To proceed with your selection, click the **Restart** or **Shut-down** button on the warning screen. To change your selection, click the **Back** button of the browser window to return to the Shut Down screen.

***NOTE**: When the Restart Software or Hardware option is selected, the Server will take five to 10 minutes to reboot. After this time, you can go to another screen or log off.*

Downloaded from www.Manualslib.com manuals search engine

Database Menu

The Database pull-down menu includes options for configuring the database. These options are: IP.ID, Elapsed Time, Tools, and Expiration.

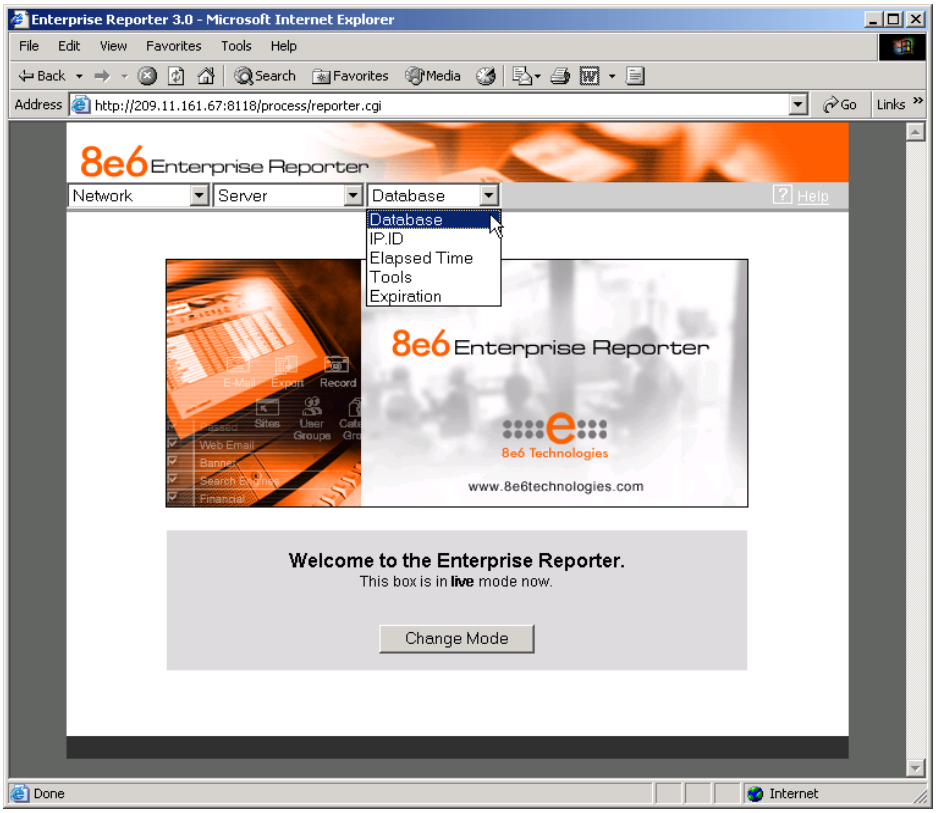


Fig. 1:2-20 Database menu, main screen

User Name Identification screen

The User Name Identification screen displays when the IP.ID option is selected from the Database menu. This screen is used for configuring the Server to identify users based on the IP addresses of their machines, their usernames, and/or their machine names. Information set up on this screen is used by the Client when logging a user's Internet activity.

Downloaded from www.Manualslib.com manuals search engine

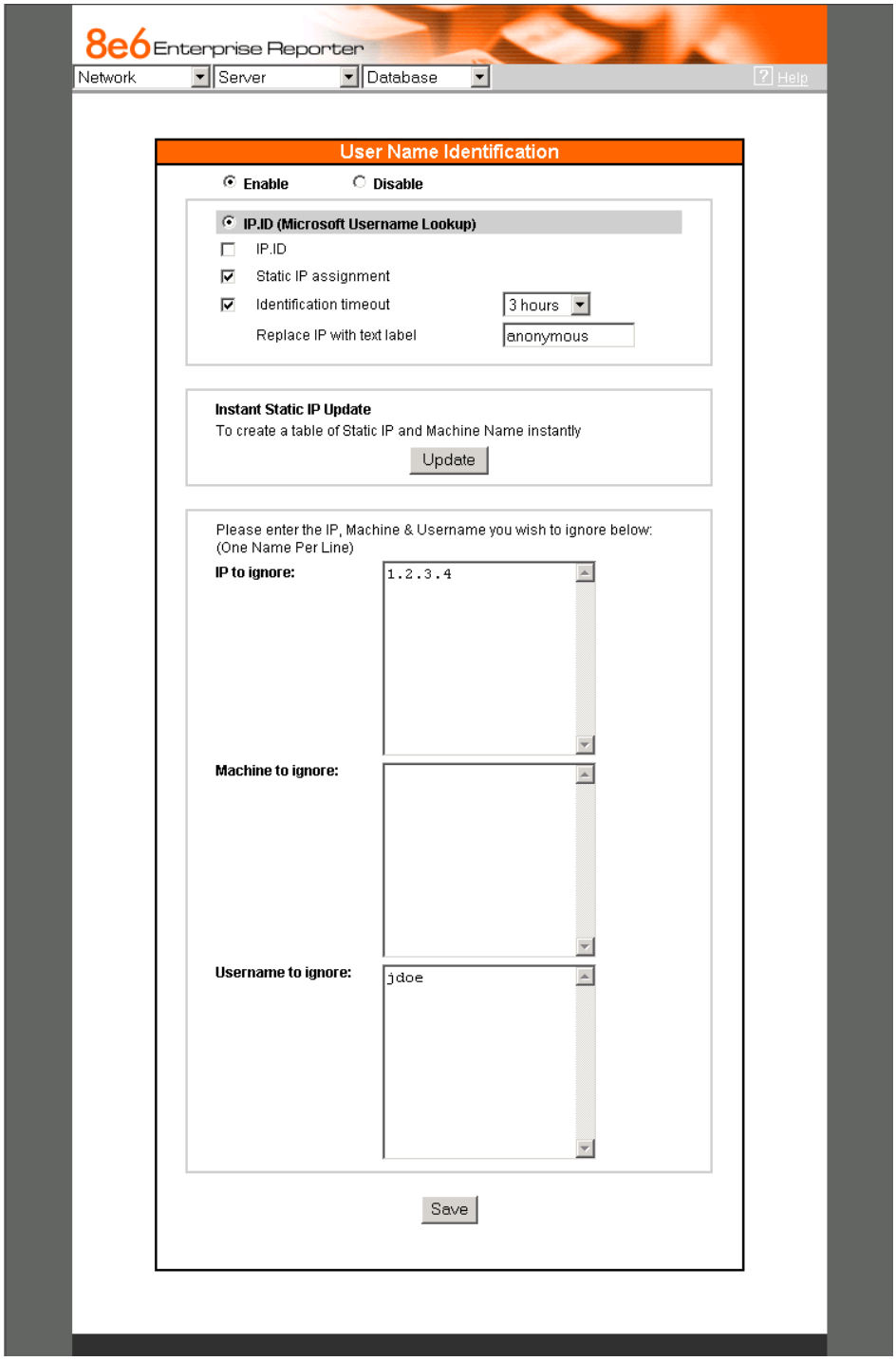


Fig. 1:2-21 User Name Indentification screen with IP.ID activated

Downloaded from www.Manualslib.com manuals search engine

As the administrator of the Server, you have the option to either enable or disable this feature for logging users' activities by usernames, machine names, and/or IP addresses of machines.

WARNINGS

*The ER 3.0 will generate NetBIOS requests outside the network if IP.ID is activated **and** if no segment settings have been specified in the configuration of the Web access logging device—causing it to log external traffic. To resolve this issue, the Web access logging device should be modified to log activity only within the network. If a firewall is used, it should be set up to prevent logging NetBIOS requests outside the network.*

***NOTE**: Depending on the type of Web access logging device you are using, there may not be a configuration parameter for segment settings.*

Be sure the time zone specified for the ER 3.0 is the same for each Web access logging device the ER 3.0 uses. Failure in executing this setup will cause inconsistencies when users' logging times are reported, especially if IP.ID is activated. If multiple Web access logging devices are used, be sure to identify the subnets assigned to each of these devices, as users cannot be tracked solely by IP address.

If using IP.ID, note that user login times are established for set periods of 15 minutes, and if more than one user logs onto the same machine during that time period, the activity on that machine will be identified with the first user who logged onto that machine. For example, the first user logs on a machine for three minutes and then logs off. The second user logs on the same machine for 11 minutes and then logs off. The first user logs back on that machine for 16 minutes. All 30 minutes are logged as the first user's activity.

Downloaded from www.Manualslib.com manuals search engine

View the User Name Identification screen

If user name identification has been enabled and configurations have been made on this screen, the IP.ID frame will be populated. The frame with addresses, machines, and usernames to ignore also may be populated.

Configure the Server to Log User Activity

1. Click the radio button corresponding to **Enable**.

***NOTE**: The IP.ID (Microsoft Username Lookup) radio button is selected, indicating that users will be identified on the network via the Microsoft username lookup file.*

2. Select one or more of the following options by clicking in the designated checkbox(es):
   - **IP.ID** - log a user's activity by username (login ID)
   - **Static IP assignment** - log a user's activity by the IP address of the machine used
   - **Identification timeout** - specify the amount of time the Server will expend in reconciling a username with the IP address of the machine used

***NOTE**: More about the Static IP assignment and Identification timeout options can be found in the sub-sections that follow.*

3. In the **IP/Machine/Username to ignore** list boxes, enter all IP addresses, machine names, and/or usernames the Server should disregard when identifying users. Each entry should be made in a separate row.
4. After making all necessary entries on this screen, click the **Save** button.

Downloaded from www.Manualslib.com manuals search engine

Static IP Assignment

1. Click in the **Static IP assignment** checkbox to select the option for logging a user's activity by the IP address of the machine used. When this option is selected, the Update button in the Instant Static IP Update frame is activated.
2. Click the **Update** button to automatically generate a table of static IP addresses and machine names. After this table is created, the message screen displays to confirm the successful execution of this task.
3. Click the **Back** button to return to the User Name Identification screen.

***TIP**: Save this selection before exiting this screen.*

Identification Timeout

1. Click in the **Identification timeout** checkbox to select the option for specifying the amount of time the Server will expend in reconciling a username with the IP address of the machine used.
2. Make a selection from the pull-down menu to specify the timeout (3, 6, 9, or 12 hours).
3. An entry in the **Replace IP with text label** field is optional. This field is used for entering text that will replace the IP address of any machine that is not assigned to a specific user. To use this option, enter up to 14 characters of text for the label. After saving this entry, when a report is generated via the Client, this text will replace any IP address that cannot be identified by username or machine name.

***TIP**: Save your entries before exiting this screen.*

Downloaded from www.Manualslib.com manuals search engine

Deactivate User Name Identification

1. Click the radio button corresponding to **Disable**.
2. Click the **Save** button.

Page View Elapsed Time screen

The Page View Elapsed Time screen displays when the Elapsed Time option is selected from the Database menu. This screen is used for establishing the value—amount of time—that will be used when tracking the length of a user's stay at a given Web site, and the number of times the user accesses that site.

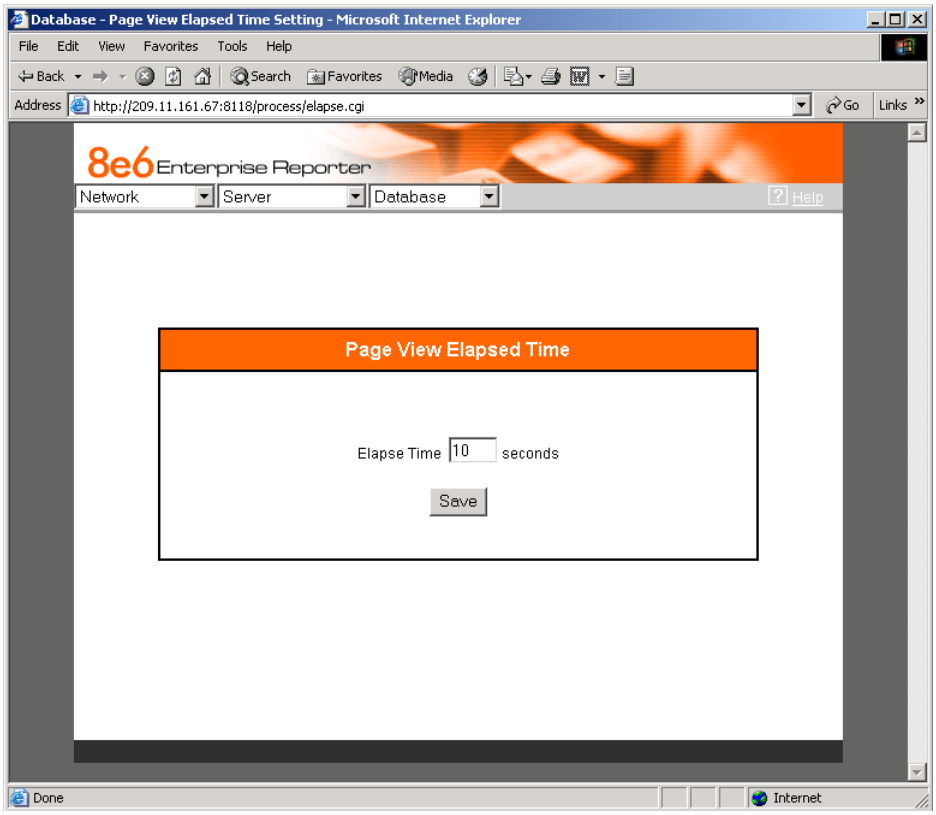


Fig. 1:2-22 Page View Elapsed Time screen

Downloaded from www.Manualslib.com manuals search engine

Establish the Unit of Elapsed Time for Page Views

1. In the **Elapse Time** field, enter the number of seconds that will be used as the value when tracking a user's visit to a Web site.
2. Click the **Save** button.

Elapsed Time Rules

Each time a user on the network accesses a Web site, this activity is logged as one or more visit(s) to that site. The amount of time a user spends on that site and the number of times he/she accesses that site is tracked according to the following rules:

- A user will be logged as having visited a Web site one time if the amount of time spent on any pages at that site is equivalent to the value entered at the Elapse Time field, or less than that value.

  For example, if the value entered at the Elapse Time field is 10 seconds, and if the user is at a site between one to 10 seconds—on the same page or on any other page within the same site—the user's activity will be tracked as one visit to that Web site.

- Each time the user exceeds the value entered at the Elapse Time field, the user will be tracked as having visited the site an additional time.

  For example, if the value entered at the Elapse Time field is 10 seconds and the user remains at a Web site for 12 seconds, two visits to that site will be logged for him/her.

- Each session at a Web site is tracked as one or more visit(s), depending on the duration of the session. A session is defined as a user's activity at a site that begins when the user accesses the site and ends when the user exits the site.

Downloaded from www.Manualslib.com manuals search engine

For example, if the value entered at the Elapse Time field is 10 seconds and the user spends five seconds on a Web site, then exits, then returns to the same site for another 15 seconds, the user will have two sessions or three visits to that site logged for him/her (5 seconds = 1 visit, 15 seconds = 2 visits, for a total of 3 visits).

Tools screen

The Tools screen displays when the Tools option is selected from the Database menu. This screen is used for viewing reports and logs to help you troubleshoot problems with the Client application, and also is used for changing the database password after the Client application has been configured.

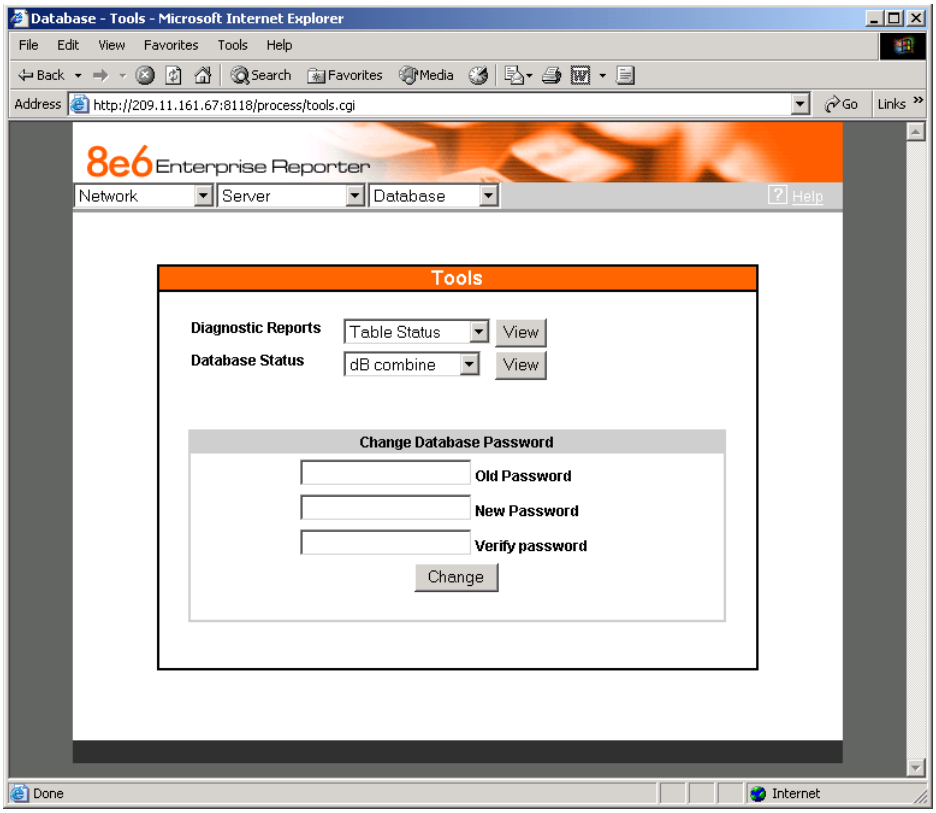


Fig. 1:2-23 Tools screen

Downloaded from www.Manualslib.com manuals search engine

The following options are available on this screen:

- View Diagnostic Reports
- View Database Status Logs
- Change Database (Client) Password

View Diagnostic Reports

1. Choose a report from the pull-down menu (Table Status, Process List, Full Process List, Tables, or Daily Summary).
2. Click the **View** button to view the selected diagnostic report in a popup window:
   - **Table Status** - This report contains a list of Client table names, and columns of statistics on each table, such as type, size, number of rows, and time created and updated.
   - **Process List** - This report shows a list of current SQL queries in the database, in an abbreviated format.
   - **Full Process List** - This report shows a list of current SQL queries in the database, in the full format that includes all columns of data.
   - **Tables** - This report contains a list of the names of tables currently in the database.
   - **Daily Summary** - This report shows the date range of summary tables currently in the database.
3. Click the in the upper right corner of the popup window to close the window.

View Database Status Logs

1. Choose a database status log from the pull-down menu (db Combine, db Split, db Identify, Error Entries, or File Watch Log).

Downloaded from www.Manualslib.com manuals search engine

2. Click the **View** button to view the selected database status log in a popup window:
   - **db Combine** - This log shows the status of database records combined from different machines.
   - **db Split** - This log includes the status of records that are moved from one table to another in the database.
   - **db Identify** - This log shows the status of records that populated tables in the database.
   - **Error Entries** - This log displays a list of query errors.
   - **File Watch Log** - This log shows a list of records that were imported from one machine to another.
3. Click the in the upper right corner of the popup window to close the window.

Change Database Password

***NOTE**: You can only change the database password if the Client application has already been configured. (Refer to the Client User Section, Chapter 1: Workstation Configuration, for more information.) The default username is **manager** and the default password is **8e6ReporT**.*

1. In the **Old Password** field, enter the password previously set up for accessing the Client application. If this password has never been changed, type in **8e6ReporT** exactly as shown here, using upper- and lowercase, alphanumeric characters. For security purposes, an asterisk displays for each character entered.
2. In the **New Password** field, enter a unique alphanumeric password in upper- and/or lowercase characters. This password is case sensitive. For security purposes, an asterisk displays for each character entered.

Downloaded from www.Manualslib.com manuals search engine

3. In the **Verify Password** field, re-enter the password in the exact format used in the New Password field. An asterisk displays for each character entered at this field.
4. Click the **Change** button to display the screen confirming that the password has been changed.
5. Click the **Back** button of the browser window to return to the Tools screen.

Expiration screen

The Expiration screen displays when the Expiration option is selected from the Database menu. This screen shows

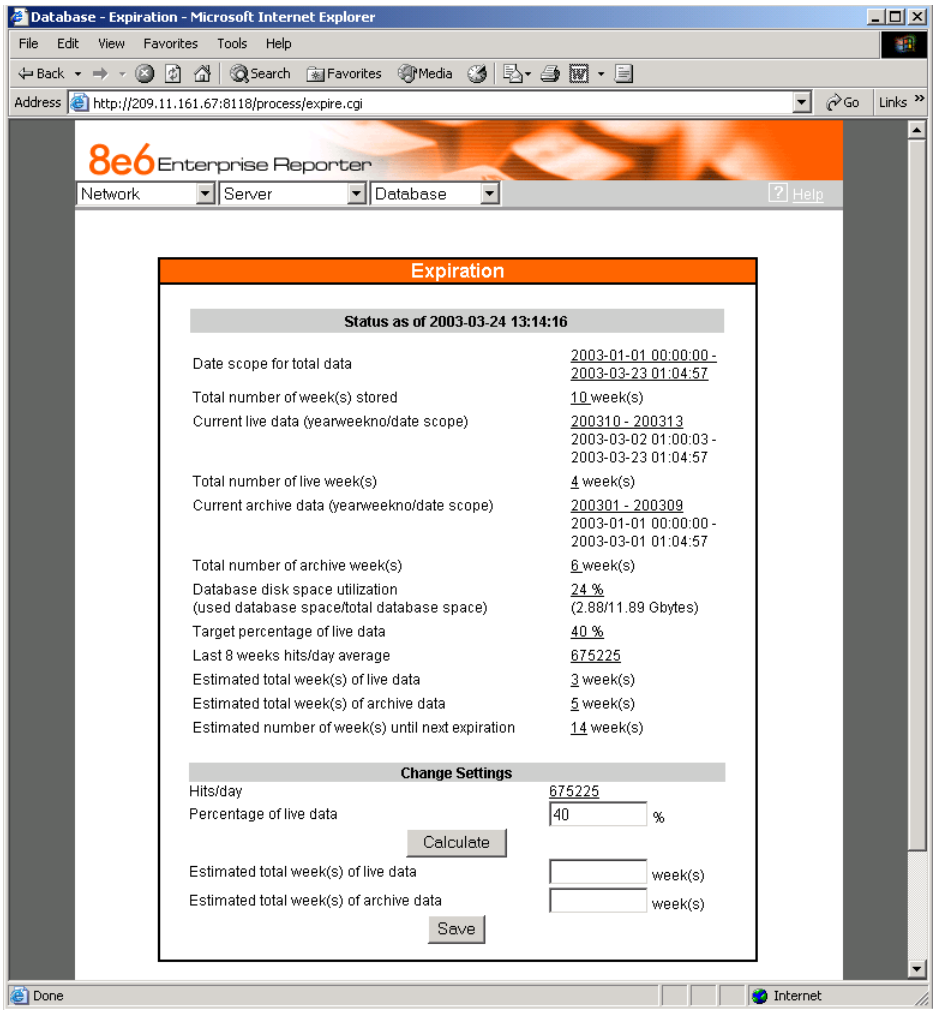


Fig. 1:2-24 Expiration screen

Downloaded from www.Manualslib.com manuals search engine

statistics on the amount of data currently stored on the Server box, and provides an estimated date when that data will expire. By reviewing the current database disk space utilization and the average number of daily hits on your Server, adjustments can be made to the number of weeks of live and archive data you wish to store in the future before that data expires.

***NOTE**: Though the database is backed up automatically each day, under certain circumstances you may need to perform a manual backup to the internal backup drive, and then save this data off site. (See the Server Menu Backup screen section for information on establishing backup procedures, and backing up and restoring data on the ER 3.0 Server.)*

Expiration Screen Terminology

The following terminology is used on the Expiration screen:

- **Live** - pertains to indexed data on the hard drive of the Server for the most recent weeks—the period designated as “live.” Indexed data includes pages and objects that were accessed by users on the Internet, as well as the indexes for these items.

  When setting up the Server to store data, 8e6 recommends that you allocate the highest percentage possible for live data storage, since reports run faster if indexes are available for pages and objects.

  If your Server is set up to store live data only (100 percent live data), you will be able to store less data than if you store both live and archive data, since indexes require additional storage space.

- **Archive** - pertains to non-indexed data on the hard drive of the Server for the oldest weeks—the period designated as “archive.” Non-indexed data might include pages and/or objects that were accessed by users on the Internet.

Downloaded from www.Manualslib.com manuals search engine

Since archive data contain no indexes, they occupy less space on the Server than live data—which include indexes and pages/objects. However, reports generated for periods of time with archive data take longer to process since indexes are not included for that data.

- **Expire** - pertains to the action of dropping data from the Server when there is no room left on the hard drive for additional storage. When the hard drive reaches its maximum data storage capacity, indexes from the oldest week of data stored on the Server are dropped, or "expired" from the Server. Thereafter, when more space is needed on the Server, the oldest week of non-indexed data "expires."

Expiration Rules

The administrator of the Server specifies the number of weeks of data that will be stored on the Server, based on the storage capacity of the hard drive, and the number of hits on the Server. After inputting the percentage of live data to be stored, the Server translates that figure into the equivalent of weekly time periods for live and/or archive data storage.

When the Server reaches the maximum number of weeks allocated for live data storage, the oldest week of live data stored on the Server attains an archive data status. In attaining an archive data status, the index for that week of data is dropped from the database tables.

When the Server reaches its maximum number of weeks allocated for archive data storage, the oldest week of non-indexed data stored on the Server is automatically dropped (expired) from the database.

Once data expires, it cannot be recovered.

Downloaded from www.Manualslib.com manuals search engine

View Data Storage Statistics

In the Status section of this screen, the date and time of the last database expiration displays in the Status bar. The date displays in the YYYY-MM-DD format, and the time displays in military time (01-24 hours) using the HH:MM:SS time format.

The following data that displays is current as of the most recent database expiration run:

- **Data scope for total data** - the date and time range of all live and archive data currently stored on the Server. The date displays in the YYYY-MM-DD format, and the time displays in military time (01-24 hours) using the HH:MM:SS time format.
- **Total number of week(s) stored** - the number of weeks represented in the total data date scope.
- **Current live data (yearweekno/date scope)** - the range of dates and times of live data currently stored on the Server.

  The first line displays the range of year(s) and weeks in the YYYYWW format, where “Y” represents the year, and “W” represents the week number in that year (01-52).

  The second line displays the first date and time in the range of live data currently stored on the Server. The date displays in the YYYY-MM-DD format, and the time displays in military time (1-24 hours) using the HH:MM:SS time format.

  The third line displays the last date and time in the range of live data currently stored on the Server, using the same format as in the second line of data.
- **Total number of live week(s)** - the number of weeks represented in the live data date scope.

Downloaded from www.Manualslib.com manuals search engine

- **Current archive data (yearweekno/date scope)** - the range of dates and times of archive data currently stored on the Server.

  The first line displays the range of year(s) and weeks in the YYYYWW format, where "Y" represents the year, and "W" represents the week number in that year (01-52).

  The second line displays the first date and time in the range of archive data currently stored on the Server. The date displays in the YYYY-MM-DD format, and the time displays in military time (1-24 hours) using the HH:MM:SS time format.

  The third line displays the last date and time in the range of archive data currently stored on the Server, using the same format as in the second line of data.

- **Total number of archive week(s)** - the number of weeks represented in the archive data date scope.

- **Database disk space utilization** - the percentage of space currently being used on the hard drive for both live and archive data. If a high percentage displays, you may want to expire data in the near term (see Change Data Storage Settings).

- **(used database space/total database space)** - the amount of space in Gigabytes currently being used on the hard drive for both live and archive data, and the total amount of space in Gigabytes (Gbytes) on the hard drive allocated to database storage.

- **Target percentage of live data** - the percentage of live data to be stored on the Server. If this figure is 100, only live data will be stored. If this figure is less than 100, the remaining percentage to be stored will be archive data.

  The percentage that displays can be changed by entering and saving a different figure in the Percentage of live data field in the Change Settings section of this screen.

Downloaded from www.Manualslib.com manuals search engine

- **Last 8 weeks hits/day average** - the average number of hits on the Server per day, based on the last eight weeks of data stored on the Server.

The following data that displays is current as of the last changes made in the Change Settings section of the screen:

- **Estimated total week(s) of live data** - the number of weeks of live data the Server will store, based on your specifications. This number is affected by the hits/day on the Server, and the maximum number of weeks of data the Server is able to hold.

  The number of weeks of live data to be stored can be changed by making a new entry in the Percentage of live data field in the Change Settings section of this screen, and saving the result of your calculations that displays below in the Estimated total week(s) of live data field.

- **Estimated total week(s) of archive data** - the number of weeks of archive data the Server will store, based on your specifications. This number is affected by the hits/day on the Server, and the maximum number of weeks of data the Server is able to hold.

  The number of weeks of archive data to be stored can be changed by making a new entry in the Percentage of live data field in the Change Settings section of this screen, and saving the result of your calculations that displays below in the Estimated total week(s) of archive data field.

- **Estimated number of week(s) until next expiration** - the number of weeks from this week that data on the Server will expire.

Downloaded from www.Manualslib.com manuals search engine

Change Data Storage Settings

The Change Settings section of the screen is used for updating the amount of data that will be stored on the Server box in the future. By making an entry in this section of the screen, you dictate how data on the box will expire.

At the Hits/day field, the number of hits on the Server per day displays. This is the same figure that displays in the Last 8 weeks hits/day average field in the Status section above.

1. In the **Percentage of live data** field, enter a figure for the percentage of data you wish to be stored as live data on the box. If you want all data to be live data only, enter 100.
2. Click the **Calculate** button to display results in the following fields below: Estimated total week(s) of live data, and Estimated total week(s) of archive data.

   After viewing your results in these display fields, you can adjust the number of weeks that data will be saved on the Server, if necessary. To do so, follow steps 1 and 2 again.
3. Once you are satisfied with your results, click the **Save** button. As a result of your entries, the following occurs:
   - the figure saved in the Percentage of live data field displays in the Target percentage of live data field in the Status section
   - the figures displayed in the Estimated total week(s) of live/archive data fields display in the Estimated total week(s) of live/archive data fields in the Status section
   - the Estimated number of week(s) until next expiration field may display a new figure, based on the new settings you saved.

   When the next database expiration runs, all other fields in the Status section will reflect the new calculations.

Downloaded from www.Manualslib.com manuals search engine

***TIP**: 8e6 recommends that you set up your Server to store more live data than archive data for the benefit of administrators and managers who generate reports via the Client application. Report processing times are slower when generating reports that include non-indexed data.*

If your Server is set up to store only live data, you will be able to store less data than if you store both live and archive data, since indexes require additional storage space.

Downloaded from www.Manualslib.com manuals search engine

CLIENT USER SECTION

Introduction

This section of the User's Guide provides instructions to administrators on how to install software on workstations to run the Client application, and information to managers on how to utilize this application to generate report views and interpret results.

Before installing the ER 3.0 Client application, the ER 3.0 Server must be fully configured, and the Structured Query Language (SQL) server must be installed on the network and connected to the Web access logging device(s).

After verifying that the necessary components are installed, configured, and functioning, the administrator can begin configuring the workstation(s) that will run the Client application.

Downloaded from www.Manualslib.com manuals search engine

Chapter 1: Workstation Configuration

Installation Components

In order to use the Client, the three components of this application must be installed:

- Open Data Base Connectivity (ODBC) Driver - enables the Client application to access data in the database via SQL
- Microsoft Access Runtime - engine used for sorting, searching, and filtering the database when processing a query
- Client application - tool used for generating views from the database

The ODBC driver and MS Access Runtime are distributed to the administrator on a CD-ROM. After these components are installed, the Client application should be downloaded from 8e6's Web site and installed on the workstation.

***NOTE**: Before you begin,verify that the CD-ROM includes folders named MS RUNTIME and ODBC DRIVER. When installing these components, the ODBC Driver folder must be opened first, followed by the MS Runtime folder.*

***TIP**: If you wish to install a new release of the Client to replace a prior version of this application on your workstation, refer to the following instructions under the Download and Install the Client sub-section in this chapter:*

- *Download the Client*
- *Uninstall the Client, Install New Release*

Downloaded from www.Manualslib.com manuals search engine

Install the ODBC Driver

1. Open the ODBC DRIVER folder to display folders containing ODBC drivers for Microsoft Windows 9x-based and NT-based operating systems:

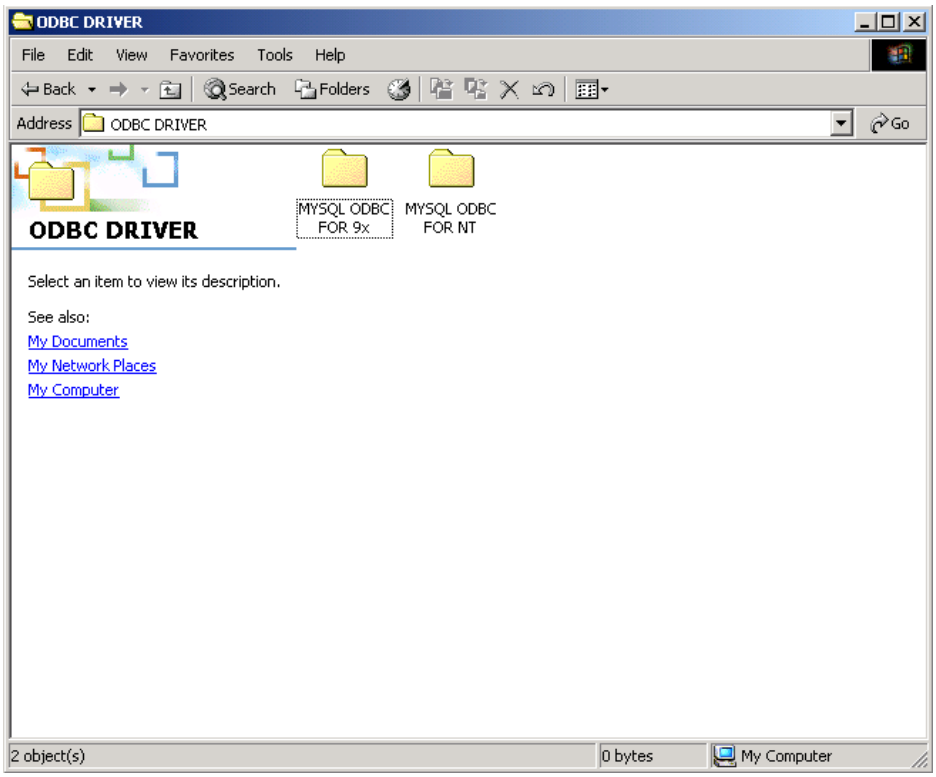


Fig. 2:1-1 ODBC folder

2. Click on the folder corresponding to your machine type:
   - MYSQL ODBC FOR 9x - ODBC driver for Windows 98, and ME.
   - MYSQL ODBC FOR NT - ODBC driver for Windows 2000, NT 4.0, and XP.
3. With the folder of your choice opened, click the **SETUP.EXE** icon to open the Microsoft ODBC Setup window and dialog box:

Downloaded from www.Manualslib.com manuals search engine

Microsoft ODBC Setup
Welcome to the Microsoft Open Database Connectivity (ODBC) Setup utility.
Setup installs and configures Microsoft Open Database Connectivity components. Choose Continue to install or Exit to leave without installing Microsoft ODBC.
Continue
Exit

Fig. 2:1-2 Microsoft ODBC dialog box

4. Click **Continue** to open the Install Drivers dialog box:

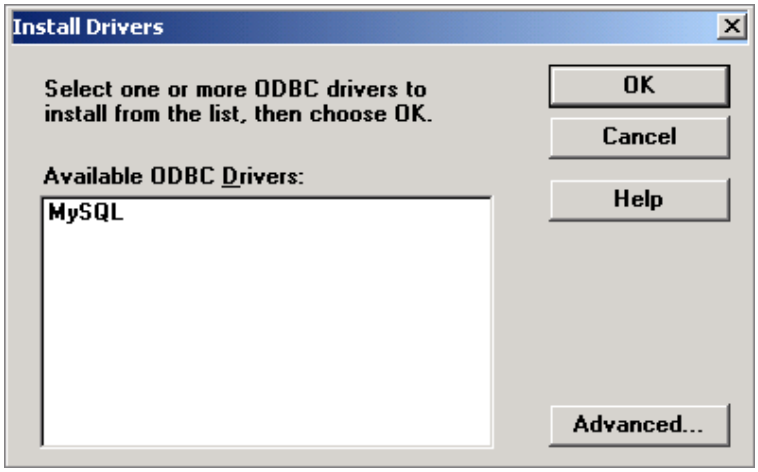


Fig. 2:1-3 Install Drivers dialog box

5. From the list of Available ODBC Drivers, click on **MySQL** to highlight this selection, then click **OK** to copy files from the CD to your hard drive:

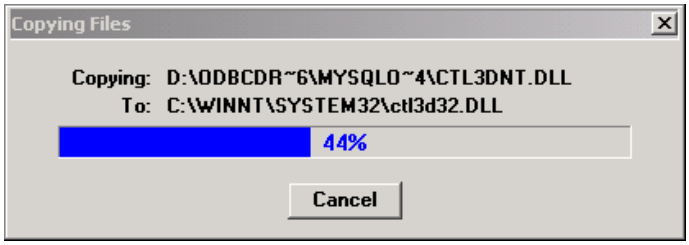


Fig. 2:1-4 Copying Files dialog box

Downloaded from www.Manualslib.com manuals search engine

After the files are copied to your machine, the Data Sources dialog box opens, displaying a list of available drivers:

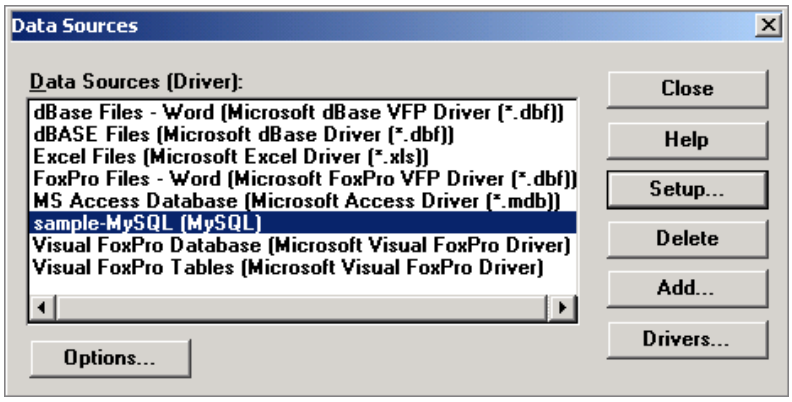


Fig. 2:1-5 Data Sources dialog box

6. Click **Close** to display the Microsoft ODBC Setup alert box with a message indicating the driver has been successfully installed:

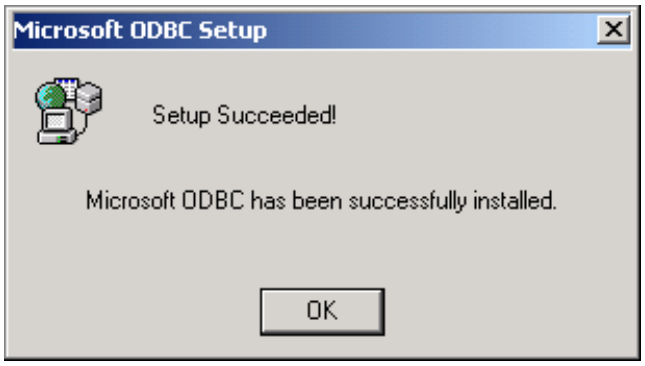


Fig. 2:1-6 Microsoft ODBC alert box

7. Click **OK** to close the alert box and to return to your desktop.

You can now install Microsoft Access Runtime.

Downloaded from www.Manualslib.com manuals search engine

Install Microsoft Access Runtime

With the ODBC driver installed, you are ready to install MS Access Runtime.

1. Open the MS RUNTIME folder and click the **setup.exe** icon to display the MS Access Runtime - Ready to Install dialog box:

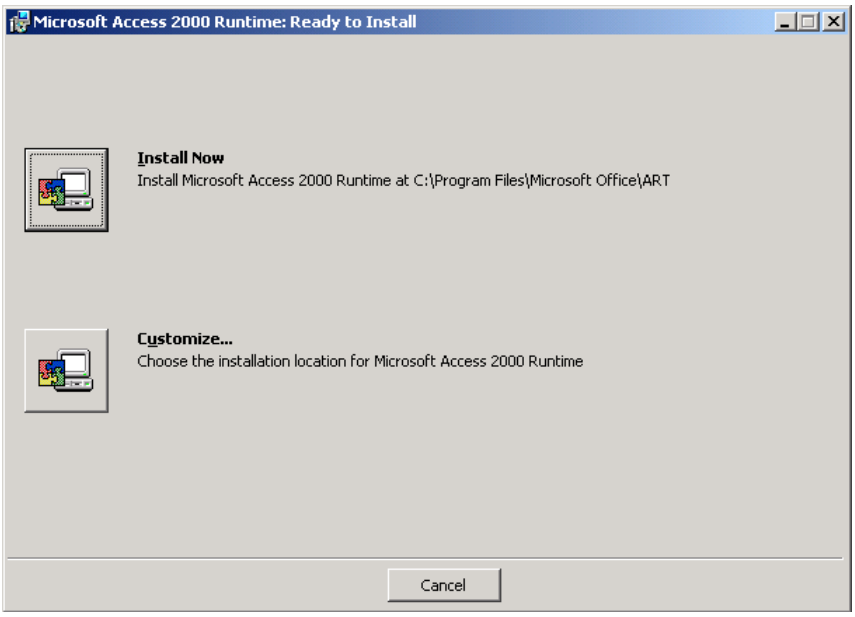

Microsoft Access 2000 Runtime: Ready to Install
Install Now
Install Microsoft Access 2000 Runtime at C:\Program Files\Microsoft Office\ART
Customize...
Choose the installation location for Microsoft Access 2000 Runtime
Cancel

Fig. 2:1-7 Microsoft Access Runtime dialog box

2. Click the button corresponding to **Customize** to open the Installation Location dialog box:

Downloaded from www.Manualslib.com manuals search engine

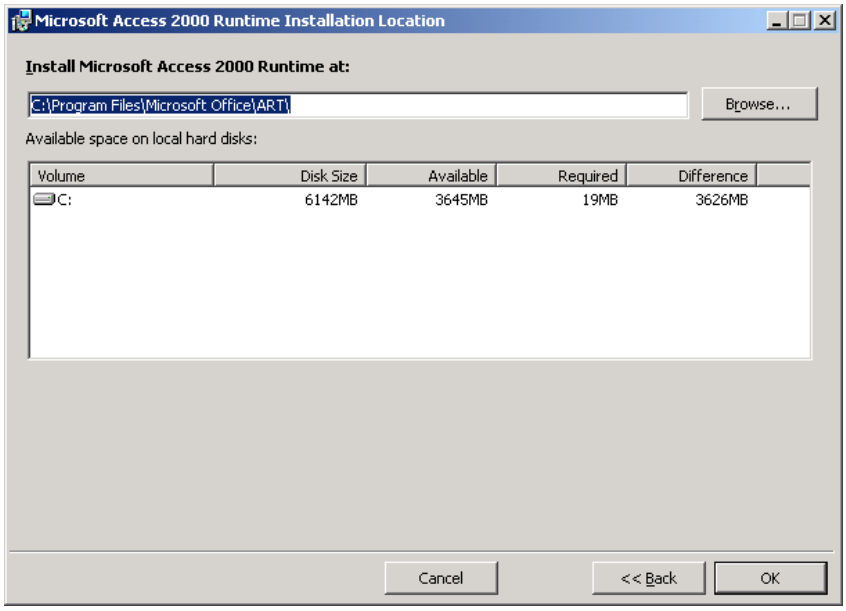


Fig. 2:1-8 Installation Location dialog box

3. At the Install Runtime field, specify the location where the application will be installed. The default path is **C:\Program Files\Microsoft Office\ART**.

***TIP**: 8e6 recommends that you create a folder named **8e6 SQL** on your local "C" drive and install Access Runtime in this folder.*

4. After specifying the installation path, click **OK** to reopen the Access Runtime - Ready to Install dialog box (see Fig. 2:1-7).

5. Click the button corresponding to **Install Now** to begin installing the application:

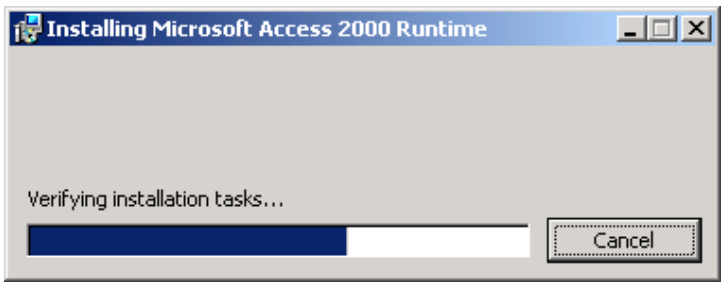


Fig. 2:1-9 Installing Access Runtime dialog box

Downloaded from www.Manualslib.com manuals search engine

An alert box pops up with message to inform you when the installation is complete.

6. Click **OK** to close the alert box and to return to your desktop.

You can now download and install the Client application.

Download and Install the Client

After the ODBC driver and MS Access Runtime are installed, the Client application should be downloaded from 8e6's Web site and installed on your machine.

This sub-section includes instructions for downloading and installing the Client application for the first time, and for installing a new release to replace an existing version of the Client on your machine.

Download the Client

1. Go to **http://www.8e6technologies.com/tools/er.html** to access the Web page "Enterprise Reporter (ER) Tools: Upgrades/Tools."

Downloaded from www.Manualslib.com manuals search engine

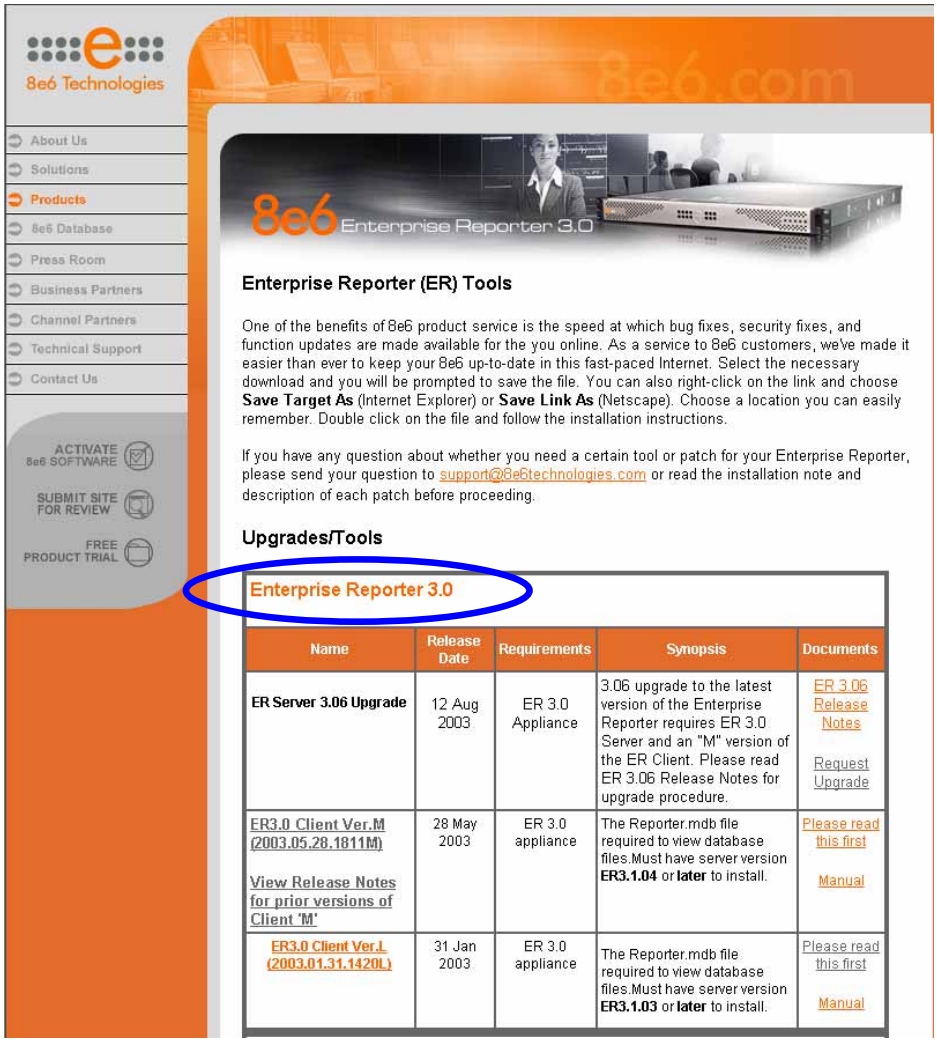

8e6 Technologies
About Us
Solutions
Products
8e6 Database
Press Room
Business Partners
Channel Partners
Technical Support
Contact Us
ACTIVATE 8e6 SOFTWARE
SUBMIT SITE FOR REVIEW
FREE PRODUCT TRIAL
8e6 Enterprise Reporter 3.0
Enterprise Reporter (ER) Tools
One of the benefits of 8e6 product service is the speed at which bug fixes, security fixes, and function updates are made available for the you online. As a service to 8e6 customers, we've made it easier than ever to keep your 8e6 up-to-date in this fast-paced Internet. Select the necessary download and you will be prompted to save the file. You can also right-click on the link and choose Save Target As (Internet Explorer) or Save Link As (Netscape). Choose a location you can easily remember. Double click on the file and follow the installation instructions.
If you have any question about whether you need a certain tool or patch for your Enterprise Reporter, please send your question to support@8e6technologies.com or read the installation note and description of each patch before proceeding.
Upgrades/Tools
Enterprise Reporter 3.0
Name
Release Date
Requirements
Synopsis
Documents
ER Server 3.06 Upgrade
12 Aug 2003
ER 3.0 Appliance
3.06 upgrade to the latest version of the Enterprise Reporter requires ER 3.0 Server and an "M" version of the ER Client. Please read ER 3.06 Release Notes for upgrade procedure.
ER 3.06 Release Notes
Request Upgrade
ER3.0 Client Ver.M (2003.05.28.1811M)
View Release Notes for prior versions of Client 'M'
28 May 2003
ER 3.0 appliance
The Reporter.mdb file required to view database files.Must have server version ER3.1.04 or later to install.
Please read this first
Manual
ER3.0 Client Ver.L (2003.01.31.1420L)
31 Jan 2003
ER 3.0 appliance
The Reporter.mdb file required to view database files.Must have server version ER3.1.03 or later to install.
Please read this first
Manual

Fig. 2:1-10 Upgrades/Tools page, Enterprise Reporter 3.0 circled

2. In the Enterprise Reporter 3.0 section of the page, click on the link for the latest **Reporter.exe** file.
3. In the Save As popup window, save the file to your machine, then close the popup window and the Web page.

TIP: *8e6 recommends saving the ".exe" file on the desktop of your workstation. This self-extracting Zip file will open when you click on it.*

Downloaded from www.Manualslib.com manuals search engine

Install the Client

1. If you saved the Reporter.exe file to your desktop, click on the **Reporter.exe** icon:

   This action opens the dialog box warning you that the Client application will only work if connected to an ER 3.0 Server:

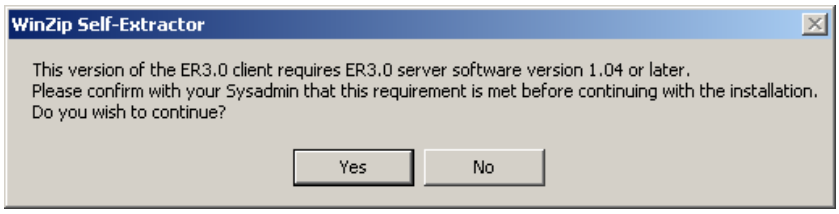

WinZip Self-Extractor
This version of the ER3.0 client requires ER3.0 server software version 1.04 or later.
Please confirm with your Sysadmin that this requirement is met before continuing with the installation.
Do you wish to continue?
Yes
No

Fig. 2:1-11 Warning dialog box

2. Click **Yes** to open the dialog box for the self-extracting Zip file:

Fig. 2:1-12 Reporter.exe self-extracting Zip file

3. Click the **Setup** button to extract the contents of the file to your machine.

   After the contents of the file are extracted, the installation Wizard installs itself on your machine, then takes you through the steps of the installation process:

Downloaded from www.Manualslib.com manuals search engine

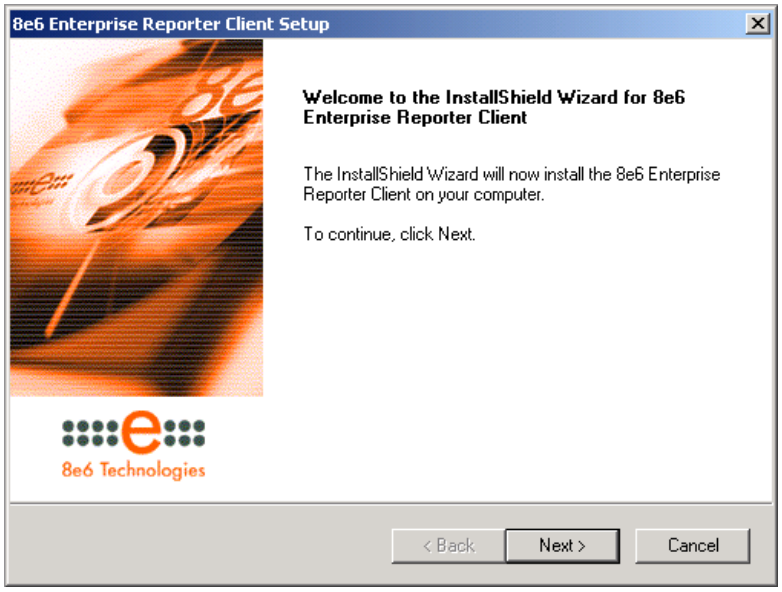

8e6 Enterprise Reporter Client Setup
Welcome to the InstallShield Wizard for 8e6 Enterprise Reporter Client
The InstallShield Wizard will now install the 8e6 Enterprise Reporter Client on your computer.
To continue, click Next.
8e6 Technologies
< Back
Next >
Cancel

Fig. 2:1-13 Installation Wizard

4. Click the **Next** button to tell the Wizard to search your machine for pertinent files that were installed:

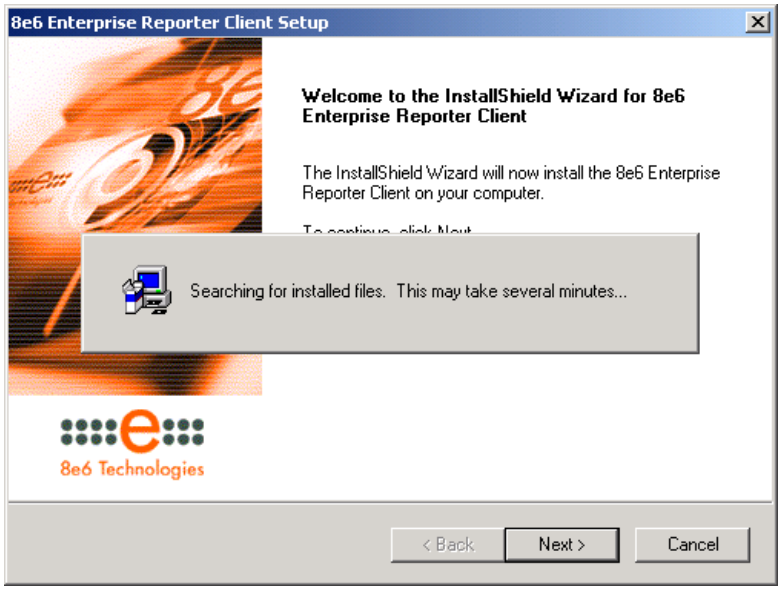

8e6 Enterprise Reporter Client Setup
Welcome to the InstallShield Wizard for 8e6 Enterprise Reporter Client
The InstallShield Wizard will now install the 8e6 Enterprise Reporter Client on your computer.
Searching for installed files. This may take several minutes...
8e6 Technologies
< Back
Next >
Cancel

Fig. 2:1-14 Searching for files

Downloaded from www.Manualslib.com manuals search engine

5. Once all pertinent files have been located, click **Next** to select the folder in which the Client application will be installed:

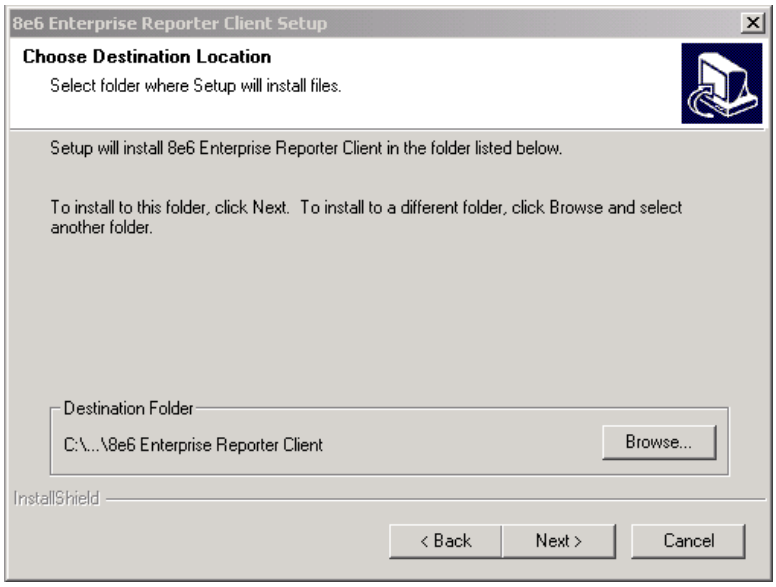

8e6 Enterprise Reporter Client Setup
Choose Destination Location
Select folder where Setup will install files.
Setup will install 8e6 Enterprise Reporter Client in the folder listed below.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\...\8e6 Enterprise Reporter Client
Browse...
InstallShield
< Back
Next >
Cancel

Fig. 2:1-15 Specify folder for Client installation

6. Click **Next** to install the Client application on your machine:

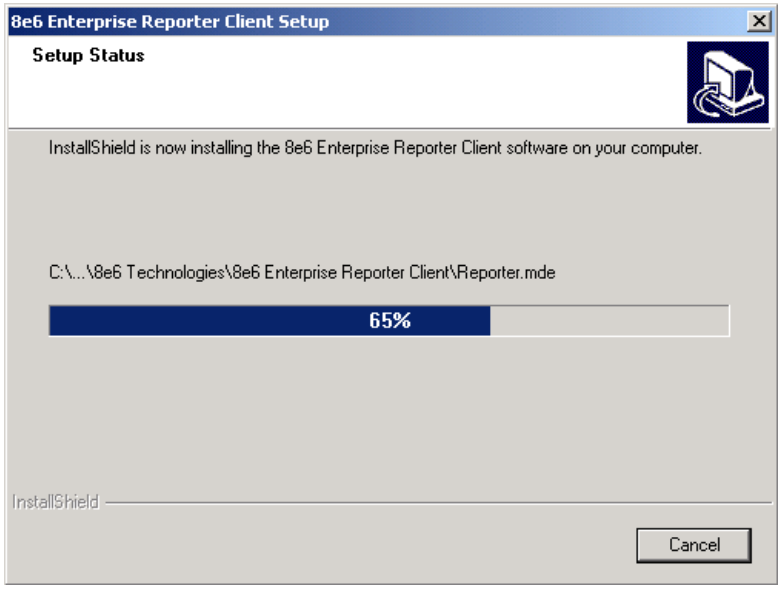

8e6 Enterprise Reporter Client Setup
Setup Status
InstallShield is now installing the 8e6 Enterprise Reporter Client software on your computer.
C:\...\8e6 Technologies\8e6 Enterprise Reporter Client\Reporter.mde
65%
InstallShield
Cancel

Fig. 2:1-16 Installing the Client application

Downloaded from www.Manualslib.com manuals search engine

After the Client has been installed, the automatic reporting option becomes available to you:

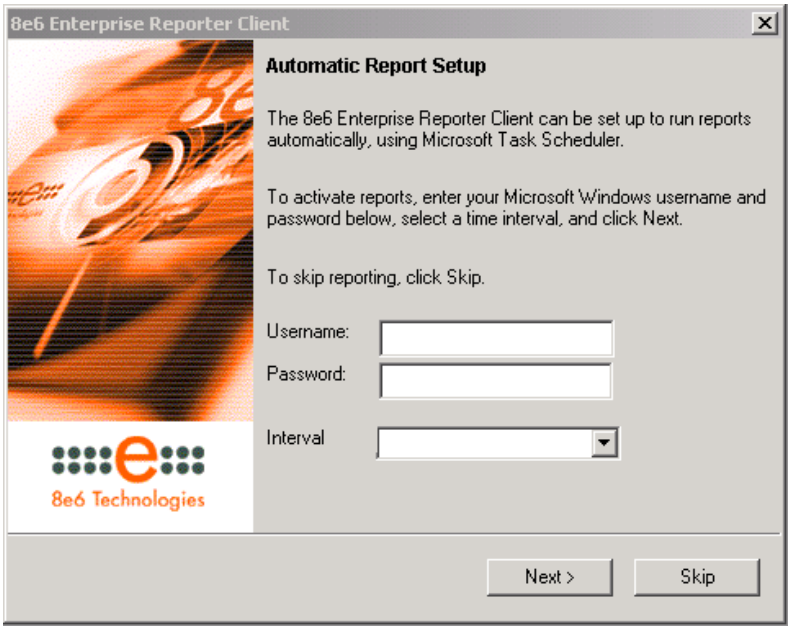

8e6 Enterprise Reporter Client
Automatic Report Setup
The 8e6 Enterprise Reporter Client can be set up to run reports automatically, using Microsoft Task Scheduler.
To activate reports, enter your Microsoft Windows username and password below, select a time interval, and click Next.
To skip reporting, click Skip.
Username:
Password:
Interval
8e6 Technologies
Next >
Skip

Fig. 2:1-17 Automatic Report Setup

7. You must either set up automatic reporting or bypass this option. By choosing automatic reports, the Microsoft Task Scheduler will generate reports at the time interval specified via this Wizard.

   If you choose to bypass the option for setting up automatic reporting, you can later set up reports to run automatically via Microsoft's Scheduled Task Wizard.

***NOTE**: For information on setting up the task scheduler, see Event Schedule in Chapter 3: Customizing the Client, and Appendix A: Scheduled Task Wizard.*

Downloaded from www.Manualslib.com manuals search engine

- To set up automatic reporting, specify the following criteria:
  a. **Username** - enter the alphanumeric, case sensitive username of the user at this workstation.
  b. **Password** - enter the alphanumeric, case sensitive password of the user.
  c. **Interval** - specify the interval of time when reports will be generated (every 15 or 30 minutes; every hour; or every 2, 4, 12, or 24 hours).
  d. Click the **Next** button.
- To bypass this option, click the **Skip** button.

***NOTE**: 8e6 recommends that you select the automatic report option and set up reports to run each hour.*

After clicking either the Next or Skip button in the Automatic Report Setup window, the Wizard indicates that the installation is complete:

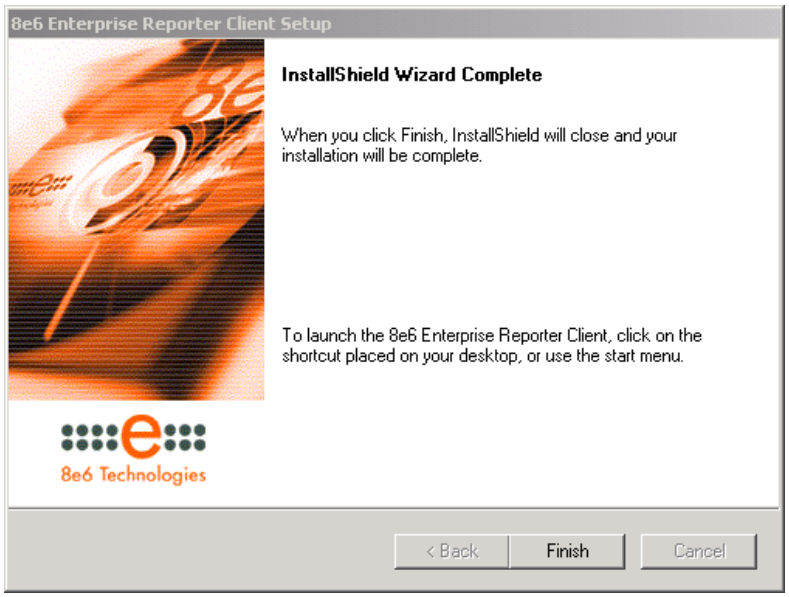

8e6 Enterprise Reporter Client Setup
InstallShield Wizard Complete
When you click Finish, InstallShield will close and your installation will be complete.
To launch the 8e6 Enterprise Reporter Client, click on the shortcut placed on your desktop, or use the start menu.
8e6 Technologies
< Back
Finish
Cancel

Fig. 2:1-18 Installation complete

Downloaded from www.Manualslib.com manuals search engine

8. Click the **Finish** button to close the Wizard and to return to your desktop where you will find a shortcut to the Client application (**reporter.mde** file):

Update the Server Address and Password

***WARNING**: Before you can use the Client, you **must** change the entry for the Server address and database password.*

1. Launch the Client application by clicking on the **Enterprise Reporter** icon (**reporter.mde** file) located on your desktop or in the folder where the icon was saved:

   The login window displays when you access the Client:

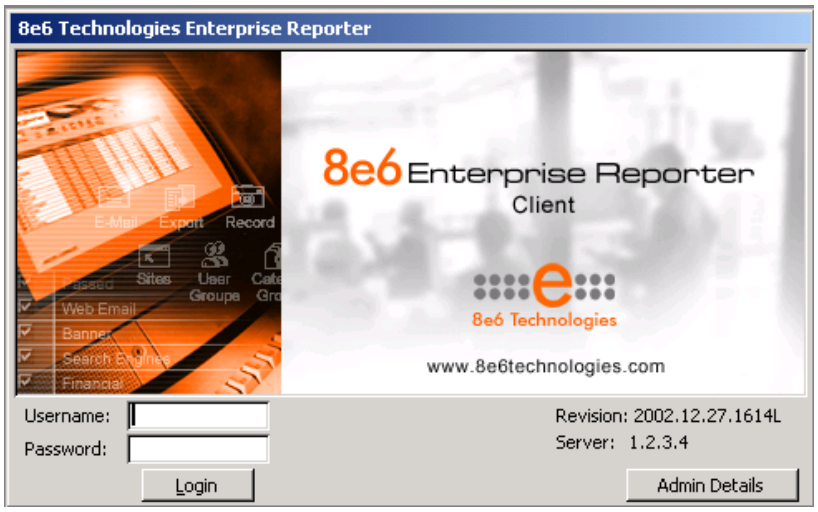


Fig. 2:1-19 Login window with unchanged Server address

2. Click the **Admin Details** button to open the Admin: Form popup box:

Downloaded from www.Manualslib.com manuals search engine

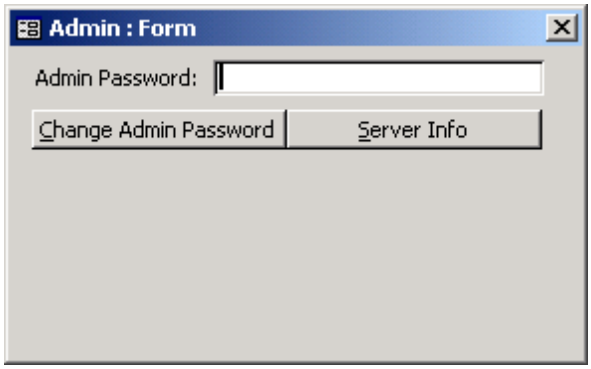


Fig. 2:1-20 Admin: Form popup box

3. In the **Admin Password** field, type in the default password **admin** exactly as shown here, in lowercase letters.
4. Click the **Server Info** button to display the Server and ODBC Information box:

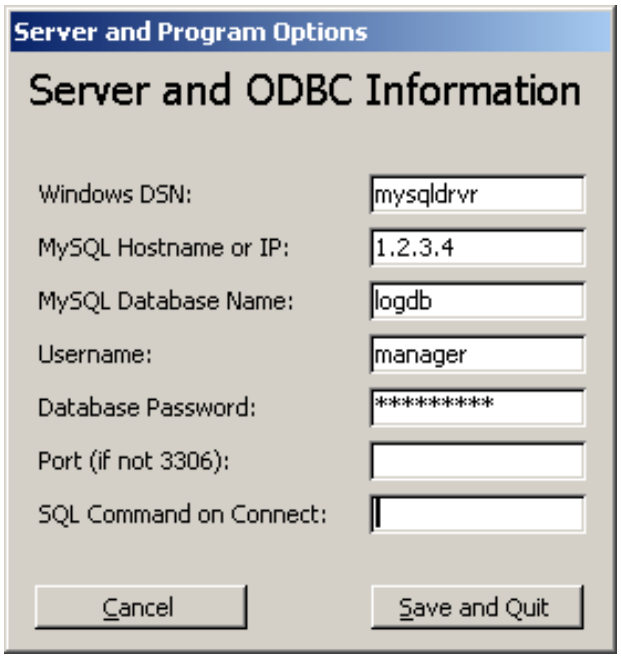


Fig. 2:1-21 Unchanged IP address and password

5. In the **MySQL Hostname or IP** field, change the entry from "1.2.3.4" to the IP address of your ER 3.0 Server, entered in the LAN 1 IP field on the Network Settings screen of the Administrator GUI.

Downloaded from www.Manualslib.com manuals search engine

***NOTE**: If you don't know the IP address, contact the administrator of your ER 3.0 Server. For more information about the IP address, see the Network Settings screen sub-section under the Network menu in the Administrator Section.*

6. In the **Database Password** field, change the entry from "**8e6ReporT**" to the password set up for the ER 3.0 Server, if necessary.

***WARNING**: This password **must** be the same password entered on the Tools screen in the Administrator GUI. (The default password is **8e6ReporT**.) If you don't know the database password, contact the administrator of your ER 3.0 Server. For more information about the Database Password, see the Tools screen sub-section under the Database menu in the Administrator Section.*

7. Click **Save and Quit** to accept your settings and to exit the Client. When you launch the Client again, use the password you just set up.

Downloaded from www.Manualslib.com manuals search engine

Uninstall the Client, Install New Release

Follow these steps if you have the Client application installed on your workstation and would like to replace that version with a new release of the application.

***NOTE**: Before uninstalling the Client from your workstation, be sure that the application is not currently open on your machine.*

1. After downloading the new release of the Reporter.exe file to your machine, if you saved that file to your desktop, click the **Reporter.exe** icon to open the warning dialog box (see Fig. 2:1-11).

2. Click the **Yes** button to open the dialog box for the self-extracting Zip file (see Fig. 2:1-12).
3. Click the **Setup** button to extract the contents of the file to your machine. After the contents of the file are extracted, the installation Wizard installs itself on your machine.

   Since a previous version of the Client application is already installed on your machine, the old version must be uninstalled before you can install the new version, as indicated by the message in the alert box:

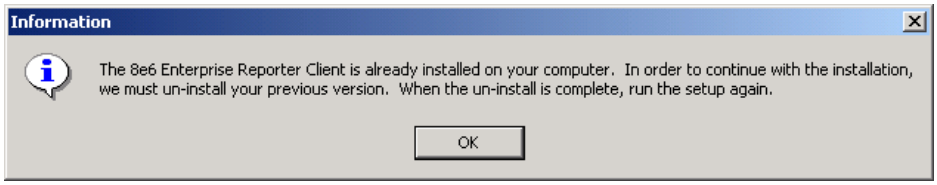

Information
The 8e6 Enterprise Reporter Client is already installed on your computer. In order to continue with the installation, we must un-install your previous version. When the un-install is complete, run the setup again.
OK

Fig. 2:1-22 Information alert box

Downloaded from www.Manualslib.com manuals search engine

4. Click **OK** to open the confirmation dialog box for uninstalling the application:

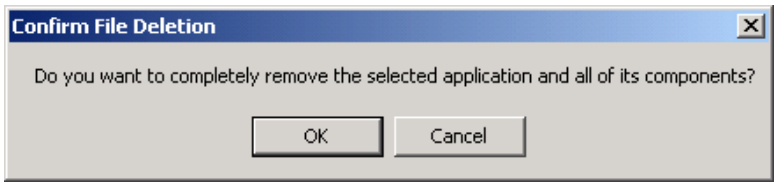


Fig. 2:1-23 Confirmation dialog box

5. Click **OK** to display the Maintenance Complete Wizard that indicates the Client application has been uninstalled:

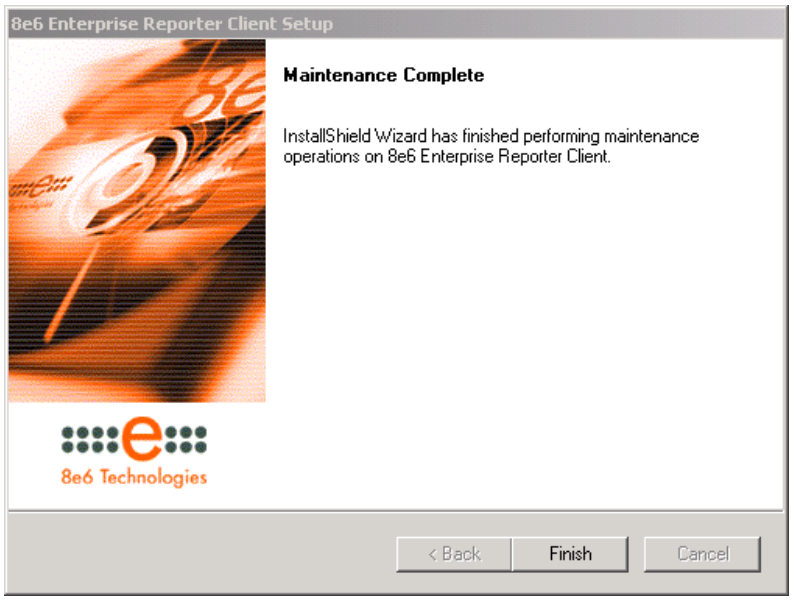


Fig. 2:1-24 Maintenance Complete

6. Click the **Finish** button to close the Wizard and to return to your desktop.
7. Follow the procedures documented in Install the Client to install the new version of the Client application. Be sure to update the Server address and password.

Downloaded from www.Manualslib.com manuals search engine

Chapter 2: Accessing the Client

Launch the Client Application

Launch the Client application by clicking on the **Enterprise Reporter** icon (**reporter.mde** file) located on your desktop or in the folder where the icon was saved:

Login window

The login window displays when you access the Client application. This window serves as a portal for managers to log into the Client, and gives the administrator access to popup windows for changing passwords and modifying a set of server components.

Fig. 2:2-1 Client Login window

***TIP**: Administrators who access the Client application for the first time should change the administrator password, as described on the next pages. This ensures that only the administrator will be able to modify server components.*

Downloaded from www.Manualslib.com manuals search engine

Administrator Details

To change the password of the administrator, or to modify server components—including the manager's username and password—click the **Admin Details** button to open the Admin: Form popup box:

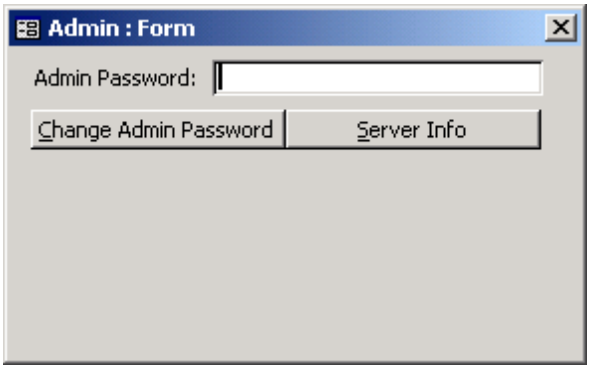


Fig. 2:2-2 Admin: Form popup box

Change the Administrator Password

***NOTE**: The administrator password is different than the manager password, the latter which is used at the Password field in the login window.*

1. In the **Admin Password** field, if this password has never been changed, type in the default password **admin** exactly as shown here, in lowercase letters. Otherwise, enter the administrator password.
2. Click the **Change Admin Password** button to display the Changing Admin Password dialog box:

Downloaded from www.Manualslib.com manuals search engine

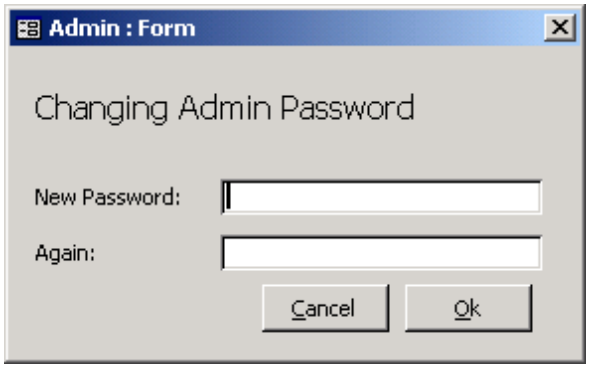


Fig. 2:2-3 Changing Admin Password box

3. In the **New Password** field, enter an alphanumeric password in upper- and/or lowercase characters.
4. In the **Again** field, re-enter the password in the exact format used at the New Password field.
5. Click the **OK** button to accept your changes and to close the popup box. As a result of this action, a confirmation message displays:

Fig. 2:2-4 Password alert box

6. Click **OK** to close the alert box and to return to your desktop.

View, Modify Server Information

In addition to changing the administrator password, the Client's administrator can modify a set of server components, such as manager usernames and passwords for accessing the Client application.

Downloaded from www.Manualslib.com manuals search engine

1. In the **Admin Password** field of the Admin: Form popup box (see Fig. 2:2-2), if the administrator password has never been changed, type in the default password **admin** exactly as shown here, in lowercase letters. Otherwise, enter the administrator password.
2. Click the **Server Info** button to display the Server and ODBC Information box:

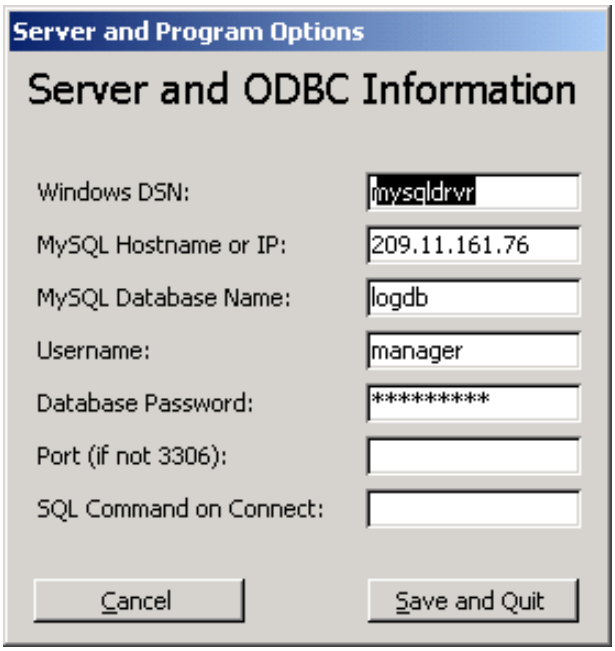


Fig. 2:2-5 Server and ODBC Information box

3. The following fields can be viewed and edited, if necessary:
   - **Windows DSN** - case sensitive Data Source Name of the OBDC driver (default is **mysqldrvr**)
   - **MySQL Hostname or IP** - IP address of the ER 3.0 Server
   - **MySQL Database Name** - case sensitive database name (default is **logdb**)
   - **Username** - case sensitive, alphanumeric manager username to be used at the Username field in the Client login window (default is **manager**)

Downloaded from www.Manualslib.com manuals search engine

- **Database Password** - case sensitive, alphanumeric manager password to be used at the Password field in the Client login window (default is **8e6ReporT**).

***WARNING**: This password **must** be the same password entered on the Tools screen in the Administrator GUI.*

- **Port (if not 3306)** - port number (default is blank or zero)
- **SQL Command on Connect** - SQL command when connection is made (default is blank)

4. The next step differs depending on whether entries were made in the Server and ODBC Information box:
   - If edits were made in this box, click the **Save and Quit** button to exit the Client and to return to your desktop. To re-access the Client, you will need to launch this application again.
   - To exit this box without making modifications, click the **Cancel** button to close this box and to return to the login window.

***NOTE**: The only components you might change **after** installation are the username and password, and the IP address of the Server. **Contact 8e6 Technologies customer service before changing the IP address from the one assigned the Client during installation**.*

Downloaded from www.Manualslib.com manuals search engine

Log In

In order to log in the Client, you must enter the manager username and password in the login window:

Fig. 2:2-6 Client Login window

1. In the **Username** field, type in your username. If you have not had your username changed, enter the default username **manager** in lowercase letters, as shown here.
2. In the **Password** field, type in your password. If you have not had your password changed, enter the default password **8e6ReporT**, using upper- and lowercase letters, as shown here. A series of asterisks displays for each character entered.

***NOTE**: Manager usernames and passwords can be modified in the Admin: Form popup box of the Client, accessible via the Admin Details button.*

3. Click the **Login** button to display the ER Server Information popup box:

Downloaded from www.Manualslib.com manuals search engine

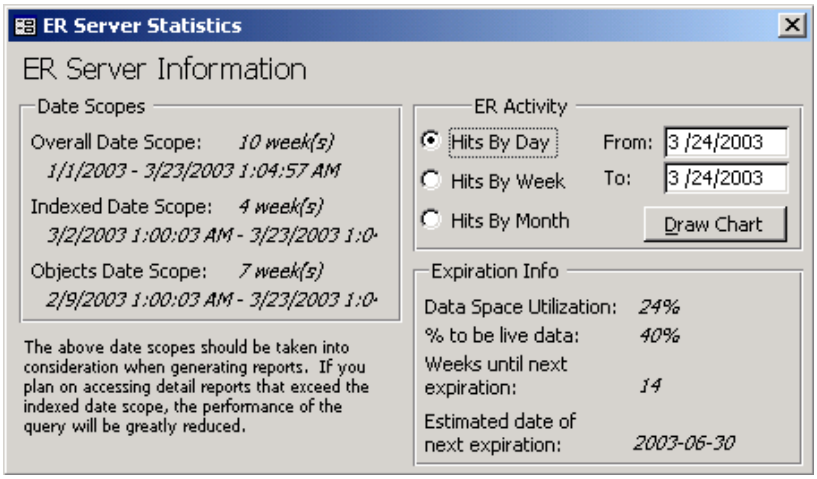

ER Server Statistics
ER Server Information
Date Scopes
Overall Date Scope: 10 week(s)
1/1/2003 - 3/23/2003 1:04:57 AM
Indexed Date Scope: 4 week(s)
3/2/2003 1:00:03 AM - 3/23/2003 1:0
Objects Date Scope: 7 week(s)
2/9/2003 1:00:03 AM - 3/23/2003 1:0
The above date scopes should be taken into consideration when generating reports. If you plan on accessing detail reports that exceed the indexed date scope, the performance of the query will be greatly reduced.
ER Activity
Hits By Day
Hits By Week
Hits By Month
From: 3 /24/2003
To: 3 /24/2003
Draw Chart
Expiration Info
Data Space Utilization: 24%
% to be live data: 40%
Weeks until next expiration: 14
Estimated date of next expiration: 2003-06-30

Fig. 2:2-7 ER Server Information popup box

Server Statistics

The ER Server Information popup box contains details about data storage on the ER 3.0 Server. This popup box is comprised of three frames: Date Scopes, ER Activity, and Expiration Info.

Click the ✕ in the upper right corner of the ER Server Information popup box to close it.

Date Scopes

In the Date Scopes frame, the number of week(s) of data stored on the ER 3.0 Server, and the date and time range display for the following date scopes:

- **Overall Date Scope** - this date scope pertains to all data currently stored on the Server, including both live (indexed) and archive (non-indexed) data.
- **Indexed Date Scope** - this date scope pertains only to live data currently stored on the Server. Live data can include Web pages and objects, and will always include the indexes for these items. Objects include images from Web pages, and items such as JavaScript files and flash files.

Downloaded from www.Manualslib.com manuals search engine

- **Objects Date Scope** - this date scope pertains only to objects currently stored on the Server. If this date scope overlaps the date ranges for indexed and non-indexed data currently stored on the Server, both live and archive items will be included in this date scope.

Expiration Info

In the Expiration Info frame, the following data displays:

- **Data Space Utilization** - the percentage of database storage space currently being used on the ER 3.0 Server
- **% to be live data** - the percentage of data that is set to be live data stored on the Server
- **Weeks until next expiration** - the number of weeks from this week that data on the Server will expire
- **Estimated date of next expiration** - the date scheduled for the next automatic database expiration

ER Activity

In the ER Activity frame, you specify the type of chart you wish to generate that will show details on the number of hits on the Server within a specified time period.

In the From and To fields, today's date displays.

1. Click in the **From** date box, and enter the first date in the date range, in the M/D/YYYY or MM/DD/YYYY format.
2. Click in the **To** date box, and enter the last date in the date range, in the M/D/YYYY or MM/DD/YYYY format.
3. Click the radio button corresponding to **Hits By Day**, **Hits By Week**, or **Hits By Month**.
4. Click the **Draw Chart** button to open a window that displays the chart of your selection.

Downloaded from www.Manualslib.com manuals search engine

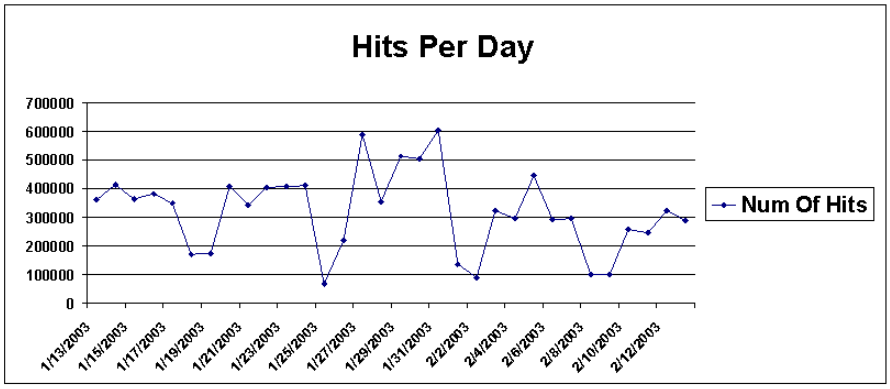
5. To view the chart, click the ✕ in the upper right corner of the ER Server Information popup box to close it.

   The top portion of the chart includes the title of the chart, and a graph showing the number of hits for the specified time period.

   The bottom portion of the chart includes the time measurement (day, week, or month) and the Number of Hits corresponding to each time measurement.

   Depending on the time frame specified, this chart may be several pages in length.

   - **Hits By Day** - If you selected Hits By Day, each day within the date range is plotted on the graph, with the date (month, day, and year) labeled below.

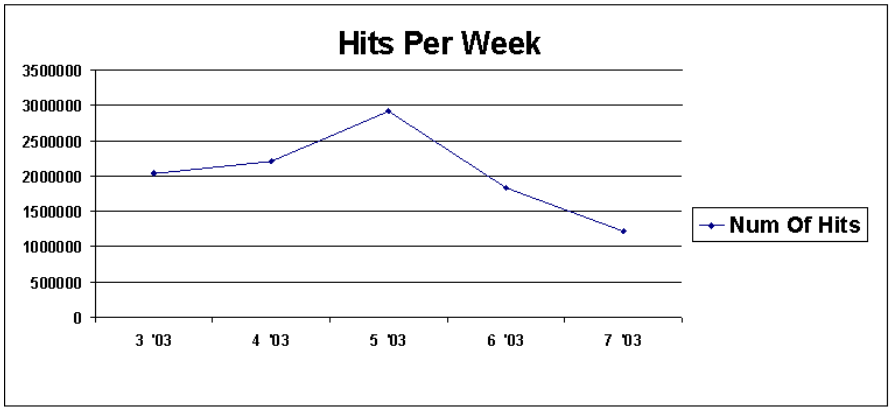


Day	Number of Hits
1/13/2003	360,541
1/14/2003	413,309
1/15/2003	363,685
1/16/2003	381,693
1/17/2003	348,820
1/18/2003	172,324
1/19/2003	172,669
1/20/2003	406,110
1/21/2003	342,992
1/22/2003	404,460
1/23/2003	408,183
1/24/2003	409,693
1/25/2003	67,643
1/26/2003	219,522
1/27/2003	587,404

Fig. 2:2-8 Hits Per Day chart

Downloaded from www.Manualslib.com manuals search engine

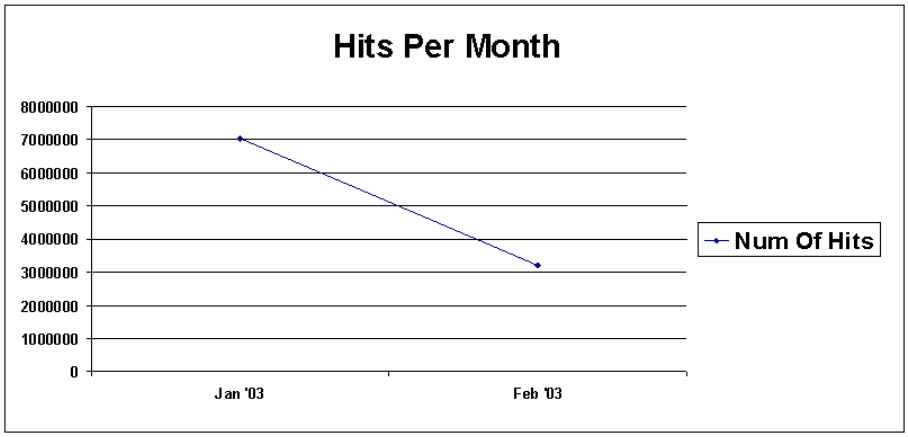
- **Hits Per Week** - If you selected Hits Per Week, each week within the date range is plotted on the graph, with the number of the week (1-52) and year labeled below.



Week	Number of Hits
3 '03	2,040,372
4 '03	2,211,750
5 '03	2,920,308
6 '03	1,842,088
7 '03	1,214,883

Fig. 2:2-9 Hits Per Week chart

- **Hits Per Month** - If you selected Hits Per Month, each month within the date range is plotted on the graph, with the month and year labeled below.



Month	Number of Hits
Jan '03	7,036,075
Feb '03	3,193,326

Fig. 2:2-10 Hits Per Month chart

Downloaded from www.Manualslib.com manuals search engine

You now have the option to print the chart, close the chart window, or generate a new chart.

To print the chart, click **File > Print**.

To close the chart window, click the ✕ in the upper right corner of the window.

To generate a new chart:

1. Click the ✕ in the upper right corner of the chart window to close it, and to display the main menu:

Fig. 2:2-11 Client application main menu

2. Click the **Settings** button to open the Settings box that displays a menu of options for customizing the Client application:

Downloaded from www.Manualslib.com manuals search engine

Fig. 2:2-12 Settings box menu

***NOTE**: If you are not the administrator, you will only see options for Event Schedule, My Account, Server Statistics, and Default Options. More about these buttons and icons—and the functions of their corresponding windows and screens—can be found in subsequent chapters in this Client User Section of the User's Guide.*

3. Click the **Server Statistics** button to re-open the ER Server Information popup box.
4. Follow the steps in this sub-section for generating a chart.

Navigate the Main Menu

The main menu (see Fig. 2:2-11) is comprised of buttons and icons, and also displays the Server IP address and Client application Revision code.

***NOTE**: More about these buttons and icons—and the functions of their corresponding windows and screens—can be found in subsequent chapters in this Client User Section of the User's Guide.*

Downloaded from www.Manualslib.com manuals search engine

Buttons

The buttons on the main menu provide access to popup windows with options for customizing the Client application or for searching the database:

- **Settings** - click this button to access options for customizing the Client application.
- **Specific Search** - click this button to perform a search for pages or objects either viewed at a site or by a single user.

Icons

Clicking an icon on the main menu provides access to screens or boxes displaying reporting information for the selected item:

- **Categories** - click this icon to view a report showing data in each filter category that was set up for monitoring user activity.
- **IPs** - click this icon to view a report showing Internet activity by user IP address.
- **Users** - click this icon to view a report showing Internet activity by username.
- **Sites** - click this icon to view a report showing activity on Web sites users accessed.
- **Category Groups** - click this icon to view a report showing activity by category groups, if category groups previously have been established.
- **User Groups** - click this icon to view a report showing activity by user groups, if user groups previously have been established.

Downloaded from www.Manualslib.com manuals search engine

- **Record** - click this icon to open a dialog box where customized settings for a previously recorded report view can be viewed and modified, and the report can be run.
- **Exit** - click this icon to log out of the Client.

Details on each of these menu items are included in subsequent sub-sections.

Log Out

To log out of the Client application, click the **Exit** icon or the in the upper right corner of the browser window.

Downloaded from www.Manualslib.com manuals search engine

Chapter 3: Customizing the Client

This chapter provides information on customizing the Client to generate reports based on your specified settings.

Settings

From the main menu, click the **Settings** button to open the Settings box that shows a menu of options for customizing the Client:

Fig. 2:3-1 Settings menu

If you are logged in as the administrator, the following options are available to you: Event Schedule, Category Descriptions, Category Groupings, User Groupings, User Permissions, and Default Options. The Admin Details and Server Statistics selections—documented in the Administrator Details sub-section and Log In sub-section in Chapter 2—also are available.

Downloaded from www.Manualslib.com manuals search engine

***NOTE**: If you are not the administrator, you will only see options for Event Schedule, My Account, Server Statistics, and Default Options. Details about the My Account option can be found in the My Account sub-section.*

Click a button in this menu to open boxes or windows used for specifying your settings.

Click the ✕ in the upper corner of the Settings box to exit.

Event Schedule

The Event Schedule option is used for maintaining a schedule for generating a customized report. For this option, Windows' task scheduler must be running on your machine, and a customized report must previously have been saved via the Record option. In order for the report to be automatically generated, the Client must be closed at the time the report is scheduled to run.

***NOTE**: See Appendix A: Scheduled Task Wizard for information on setting up the task scheduler to run at a specified time. More about saving reports using the Record option can be found in Chapter 4, Using the Client, under the Record icon sub-section in the Navigation bar section.*

To view details on a scheduled event, or to edit, add, or delete a scheduled event, click the **Event Schedule** button in the Settings menu to open the Scheduled Events box:

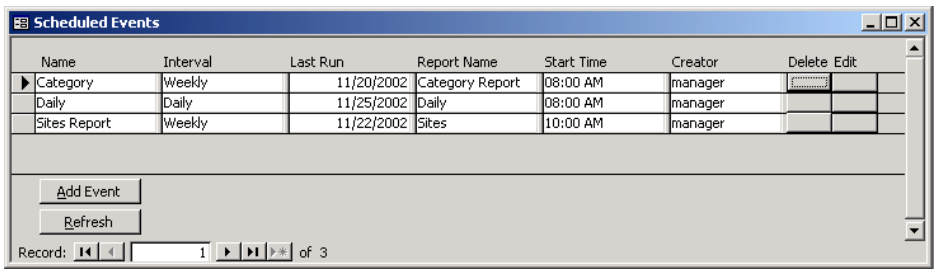


Fig. 2:3-2 Scheduled Events box

Downloaded from www.Manualslib.com manuals search engine

Click the in the upper right corner of the Scheduled Events box to exit this option.

View Details or Edit a Scheduled Event

In the Scheduled Events box, events display as rows of records. The following information is included for each record: Name assigned to the scheduled event, Interval when the report is scheduled to run, date Last Run, Report Name, Start Time for the report to run, and Creator of the schedule (login username).

In the Record field at the bottom of the box, the number of the selected record displays, along with the total number of records (scheduled events).

***TIP**: The selected record is designated by an arrow in the grey box to the left of a row. To select another record, click the grey box in that row to display the arrow. You also can select another record by clicking any of the four arrow buttons in the Record field. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

View Details for a Scheduled Event

To view additional information on an event, click the grey button in the Edit column for that event. This action opens the Add Event to Schedule dialog box:

Downloaded from www.Manualslib.com manuals search engine

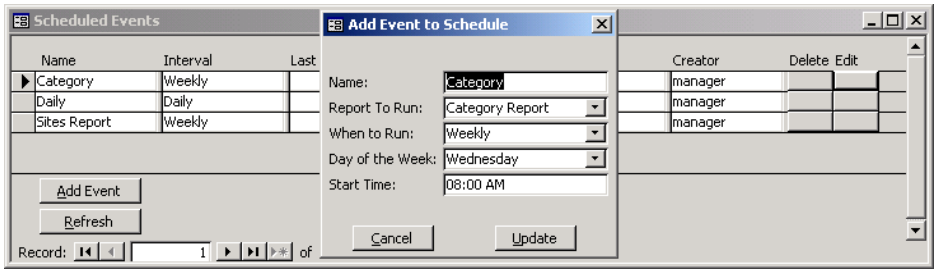


Fig. 2:3-3 Add Event to Schedule dialog box and Scheduled Events

The following information displays in this dialog box: Name assigned to the scheduled event, selected Report to Run, interval When to Run the report, Day of the Week to run the report if the report is a daily report, and Start Time to run.

Edit a Scheduled Event

1. In the Scheduled Events box, click the grey button in the Edit column for the event you wish to modify. This action opens the Add Event to Schedule dialog box. In this dialog box you can:
   - change the **Name** of the report
   - make different selections as necessary from the pull-down menus for **Report to Run**, **When to Run**, and/or **Day of the Week**
   - change the **Start Time** for running the report

***TIP**: Click Cancel if you wish to return to the Scheduled Events box without saving your edits.*

2. Click the **Update** button. This action opens an alert box with the message: “Event added to schedule”.
3. Click **OK** to close both the alert box and the Add Event to Schedule dialog box.
4. Click the **Refresh** button to display your edits in the Scheduled Events box.

Downloaded from www.Manualslib.com manuals search engine

Schedule an Event

***NOTE**: To schedule an event, a report must already have been saved using the Record option.*

1. In the Scheduled Events box, click the **Add Event** button to open the Add Event to Schedule dialog box:

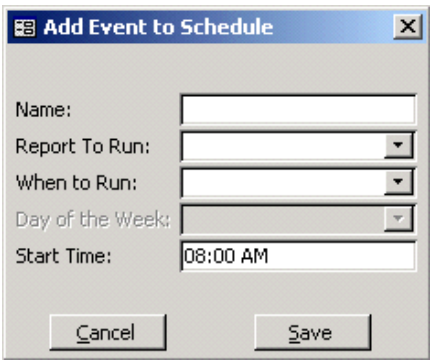


Fig. 2:3-4 Add Event to Schedule

2. Enter a **Name** for the event.
3. Select the **Report to Run** from the pull-down menu.
4. Select the frequency **When to Run** from the pull-down menu (Daily, Weekly, or Monthly).

   If Weekly, specify the **Day of the Week** from the pull-down menu.
5. Enter the **Start Time** for the report.
6. Click **Save** to open an alert box with the message: “Event added to schedule”.
7. Click **OK** to close both the alert box and the Add Event to Schedule dialog box.
8. Click the **Refresh** button to display the event in the Scheduled Events box.

Downloaded from www.Manualslib.com manuals search engine

Delete a Scheduled Event

1. In the Scheduled Events box, click the grey button in the Delete column for the event you wish to delete. This action opens a dialog box with the message: “Are you sure you want to delete this event?”
2. Click **Yes** or **No** to execute your action and to close the dialog box.

Category Descriptions

The Category Descriptions option is used for viewing, updating, and adding category names and descriptions of filtering categories used by the Web access logging device(s).

***NOTE**: When logs are imported each hour, new categories found by the Server are automatically entered and will display in the Client. The Server generates a short name for the category and also uses this name as the descriptive “long” name.*

To view details on a filter category, or to update or add a filter category, click the **Category Descriptions** button in the Settings menu to open the Category Information box:

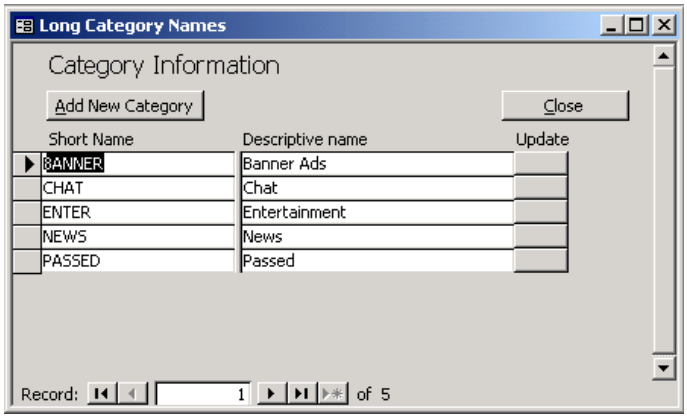


Fig. 2:3-5 Category Information box

To exit this option, click **Close**.

Downloaded from www.Manualslib.com manuals search engine

View Details for a Filter Category

In the Category Information box, filter categories display as rows of records. The following information is included for each record: Short Name of the category, and its corresponding Descriptive name.

In the Record field at the bottom of the box, the number of the selected record displays, along with the total number of records (categories).

***TIP**: The selected record is designated by an arrow in the grey box to the left of a row. To select another record, click the grey box in that row to display the arrow. You also can select another record by clicking any of the four arrow buttons in the Record field. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

Update a Filter Category

1. Click the grey button in the Update column for the category you wish to modify. This action opens the Add a New Category dialog box:

Fig. 2:3-6 Update a Filter Category

***WARNING**: While the Short Name can be edited, 8e6 recommends that you do not change this name. Doing so will make that filter category unusable.*

Downloaded from www.Manualslib.com manuals search engine

2. Edit the **Descriptive Name**. This description for the filter category displays in the Categories column on the report screen.

***TIP**: Click Cancel to return to the Category Information box without saving your edits.*

3. Click **Update** to accept your modifications and to open the alert box with the message: "Category Updated!"
4. Click **OK** to close both the alert box and the dialog box. The update you made displays in the Category Information box.

Add a Filter Category

***WARNING**: Any filter category you add can be edited but cannot be deleted.*

1. If you wish to add a filter category, in the Category Information box, click the **Add New Category** button. This action opens the Add a New Category dialog box:

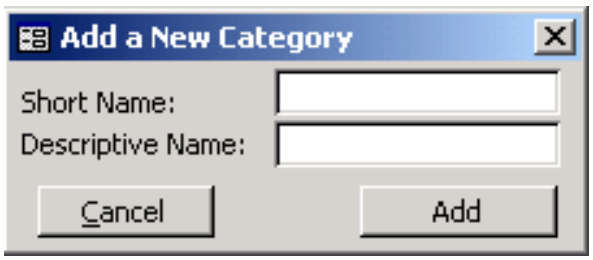


Fig. 2:3-7 Add a Filter Category

2. Enter up to seven characters without spaces for the filter category's **Short Name**.
3. Enter the **Descriptive Name**. This entry will display as the filter category's description in the Categories column on the report screen.

Downloaded from www.Manualslib.com manuals search engine

***TIP**: Click Cancel to return to the Category Information box without saving your entries.*

4. Click **Add** to open an alert box displaying the message: "New Category Added!"
5. Click **OK** to close the alert box.
6. Click the ✕ in the upper right corner of the dialog box to close it. The new category entry displays in the Category Information box.

Category Groupings

The Category Groupings option is used for defining a customized group of filter categories, if you wish to run reports using certain filter categories only.

To create, edit, or delete a category group, click the **Category Groupings** button in the Settings menu to open the Category Group Setup box:

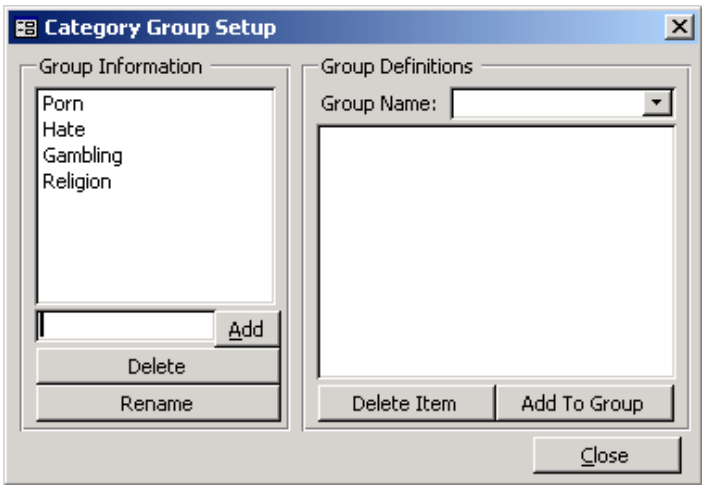


Fig. 2:3-8 Category Group Setup box

Downloaded from www.Manualslib.com manuals search engine

The Category Group Setup box is comprised of two frames used for setting up and maintaining category groupings: Group Information, and Group Definitions.

To exit this option, click **Close**.

Group Information frame

The Group Information frame displays to the left in the Category Group Setup box. In this frame you can add, rename, or delete a category group.

Any category groups that were created display in the list box in this frame.

Add a Category Group

1. In the field to the left of the Add button, type in the name for the category group.
2. Click the **Add** button to add this entry to the list box above, and to open an alert box displaying the message: “Group added successfully!”
3. Click **OK** to close the alert box.

***NOTE**: The category group you added also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Rename a Category Group

1. Select the category group from the list box by clicking on your choice to highlight it.
2. Click the **Rename** button to open the Group Rename dialog box:

Downloaded from www.Manualslib.com manuals search engine

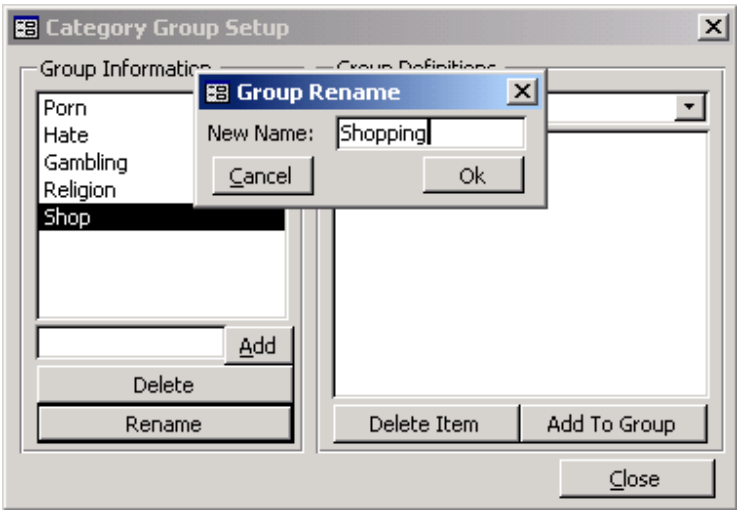


Fig. 2:3-9 Edit a Category Group Name

3. In the **New Name** field, edit the category group name.

***TIP**: Click Cancel if you wish to return to the Category Group Setup box without saving your modifications.*

4. Click **Ok** to close the Group Rename dialog box and to open an alert box displaying the message: "Group renamed successfully!"
5. Click **OK** to close the alert box and to update the list box in the Group Information frame with your edits.

***NOTE**: The category group you renamed also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Delete a Category Group

1. Select the category group from the list box by clicking on your choice to highlight it.
2. Click the **Delete** button to remove the category group from the list box and to open an alert box displaying the message: "Group deleted successfully!"

Downloaded from www.Manualslib.com manuals search engine

3. Click **OK** to close the alert box.

***NOTE**: The category group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.*

Group Definitions frame

The Group Definitions frame displays to the right in the Category Group Setup box. In this frame you define a category group by specifying which categories will belong to that group.

Add Categories to a Category Group

1. Select a category group from the **Group Name** pull-down menu. Any categories previously entered display in the list box in this frame.
2. Click the **Add To Group** button to open the Add To Group popup box.
3. Select a category from the popup box by clicking on your choice to highlight it.
4. To select the next category from the list, press the **Ctrl** key on your keyboard, then use the mouse to click on the category to highlight it.
5. After all categories for the group are selected, click the **Add To Group** button in the popup box to display the alert box with the message: “Categories Added!”
6. Click **OK** to close the alert box, and to add all selected categories to the list box in the Group Definitions frame:

Downloaded from www.Manualslib.com manuals search engine

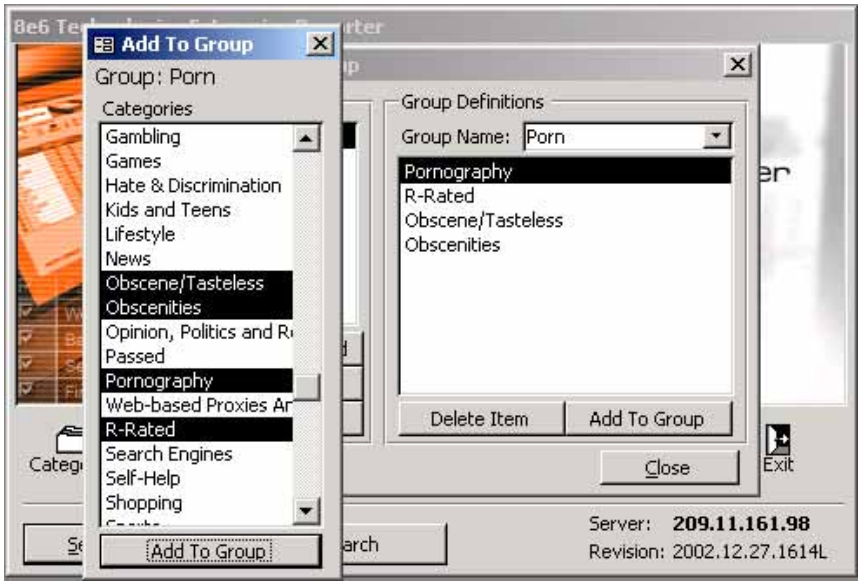


Fig. 2:3-10 Add Categories to the Category Group

7. Click the ✕ in the upper right corner of the Add To Group popup box to close it.

Delete a Category from a Category Group

1. Select a category group from the **Group Name** pull-down menu to display in the list box all categories for that category group.
2. Select the category to be removed by clicking on your choice to highlight it.
3. Click the **Delete Item** button to display the alert box with the message: “Group deleted successfully!”
4. Click **OK** to close the alert box and to remove the category from the list box for that category group.

Downloaded from www.Manualslib.com manuals search engine

User Groupings

The User Groupings option is used for defining a customized group of users, if you wish to run reports for certain users only.

To create, edit, or delete a user group, click the **User Groupings** button in the Settings menu to open the User Group Setup box:

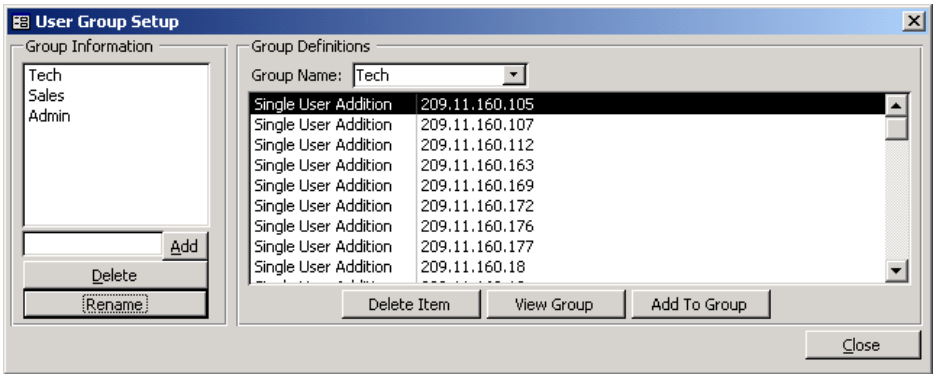


Fig. 2:3-11 User Group Setup box

The User Group Setup box is comprised of two frames used for setting up and maintaining user groupings: Group Information, and Group Definitions.

To exit this option, click **Close**.

Group Information frame

The Group Information frame displays to the left in the User Group Setup box. In this frame you can add, rename, or delete a user group.

Any user groups that were created display in the list box in this frame.

Downloaded from www.Manualslib.com manuals search engine

Add a User Group

1. In the field to the left of the Add button, type in the name for the user group.
2. Click the **Add** button to add this entry to the list box above, and to display the message: “Group added successfully!”
3. Click **OK** to close the alert box.

***NOTE**: The user group you added also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Rename a User Group

1. Select the user group from the list box by clicking on your choice to highlight it.
2. Click the **Rename** button to open the Group Rename dialog box:

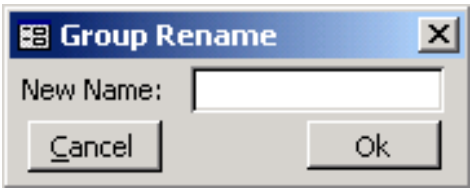


Fig. 2:3-12 Group Rename dialog box

3. In the **New Name** field, edit the user group name.

***TIP**: Click Cancel if you wish to return to the User Group Setup box without saving your modifications.*

4. Click **Ok** to close the Group Rename dialog box and to open an alert box displaying the message: “Group re-named successfully!”
5. Click **OK** to close the alert box and to update the list box in the Group Information frame with your edits.

Downloaded from www.Manualslib.com manuals search engine

***NOTE**: The user group you renamed also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Delete a User Group

1. Select the user group from the list box by clicking on your choice to highlight it.
2. Click the **Delete** button to remove the user group from the list box and to open an alert box displaying the message: “Group deleted successfully!”
3. Click **OK** to close the alert box.

***NOTE**: The user group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.*

Group Definitions frame

The Group Definitions frame displays to the right in the User Group Setup box. In this frame you can view members of a user group, and can define a user group by specifying which users will belong to that group.

View a List of Users in a User Group

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. To view the entire list of users in a different format, click the the **View Group** button to open the Users in User Group popup box:

Downloaded from www.Manualslib.com manuals search engine

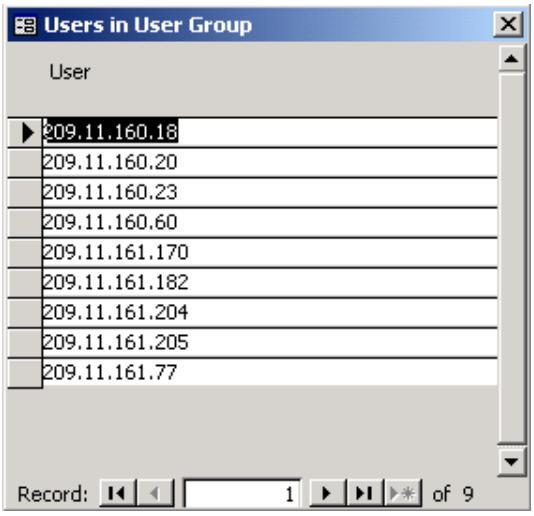


Fig. 2:3-13 Users in User Group popup box

Each user entered for the user group displays as a separate record in this popup box. In the Record field at the bottom of the box, the number of the selected record displays, along with the total number of records (categories).

***TIP**: The selected record is designated by an arrow in the grey box to the left of a row. To select another record, click the grey box in that row to display the arrow. You also can select another record by clicking any of the four arrow buttons in the Record field. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

3. Click the ✕ in the upper right corner of the popup box to close it.

Define a User Group

When defining a user group, you can add and/or exclude users to/from that group. Modifications to a user group can be made at any time, as necessary.

Downloaded from www.Manualslib.com manuals search engine

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. Click the **Add To Group** button to open the popup box where you define users to be added/excluded to/from the group:

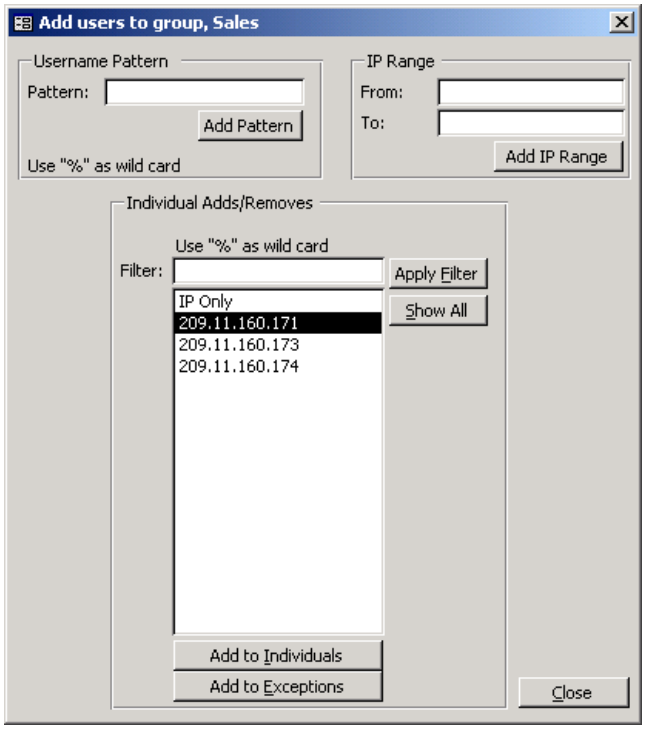


Fig. 2:3-14 Add Users to group

***TIP**: To view a list of all users, go to the Individual Adds/ Removes frame and click the Show All button to display the list of users in the list box.*

***TIP**: To clear your entries in this popup box without accepting them, **do not** click any of the buttons in the frames described below. Instead, click the Close button in the popup box, and return to step 1.*

Downloaded from www.Manualslib.com manuals search engine

3. Make entries in one of the three frames:

   - **Username Pattern** - This frame is used for including users from a specific group (such as "Sales") on the network. In the **Pattern** field, enter the appropriate characters and wild card "%" to add specified users to the group. For example, type in **Sales%** to add anyone to the group who has a "Sales" designation on your network. Click the **Add Pattern** button to open an alert box with the message: "Pattern Added!" Click **OK** to close the alert box.
   - **IP Range** - This frame is used for including users based on a range of IP addresses. For example, you might have one range of IP addresses for Sales, and another for Admin. Enter the IP address range in the **From** and **To** fields. Click the **Add IP Range** button to open an alert box with the message: "IP Range Added!" Click **OK** to close the alert box.
   - **Individual Adds/Removes** - This frame is used for including and/or excluding specified users. Click the **Show All** button to display a list of all users in the list box. To narrow down the list of users, make an entry in the **Filter** field using the "%" wild card, and click the **Apply Filter** button to only display the users you specified. To select from users in the list box, click on the user(s) to highlight your choice(s). After making all choices, click **Add to Individuals** to include the selected users to the group, or click **Add to Exceptions** to exclude the users from the group.

***TIP**: In the Individual Adds/Removes frame, if you know which users you would like to add/exclude to/from the group, you can bypass the step for showing all users and making your selections. To use this shortcut, enter the criteria in the Filter field along with the "%" wild card, and then click the Apply Filter button to display your results in the list box.*

Downloaded from www.Manualslib.com manuals search engine

4. After you have made your entries, click **Close** to close the popup box.
5. Refresh the display in the Group Definitions frame list box by making another selection from the **Group Name** pull-down menu, then re-selecting the user group you just set up or modified.

   The following information displays in the Group Definitions frame list box when a selection is made from the Group Name pull-down menu:

   - If an entry was made in the Username Pattern frame, "Username Pattern" and the character(s) you entered display(s).
   - If entries were made in the IP Range frame, "IP RANGE" "Between...AND..." (including the IP addesses) displays.
   - If entries were made in the Individual Adds/Removes frame, "Single User Addition" and/or "Single User Exception" (including each user added/excluded) displays.

***NOTE**: A combination of any of items above may display in the Group Definitions frame list box, based on entries you made in any of the frames in the popup box.*

Delete a User

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. Click on the user to highlight your selection.
3. Click the **Delete Item** button to remove the user from the user group and to display an alert box with the message: "Group deleted successfully!"
4. Click **OK** to close the alert box.

Downloaded from www.Manualslib.com manuals search engine

User Permissions

The User Permissions option is used for giving authorization to personnel such as managers to view reports for their group and to change their own passwords. This option requires a user group to be set up via the User Groupings option from the Settings menu.

To assign permissions, or to edit permissions that have been assigned, click the **User Permissions** button in the Settings menu to open the User and Group Information box:

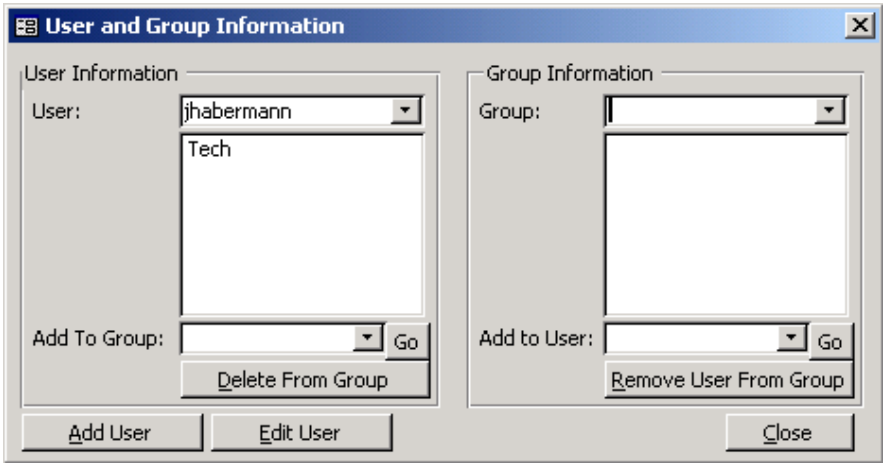


Fig. 2:3-15 User and Group Information box

Using the User and Group Information box, you can maintain the list of users and user groups set up to access the Client.

To exit this option, click **Close**.

Add User

When adding a user who will be authorized to access the Client, you must first set up the user's username and password, then specify the group(s) in which the user will belong.

Downloaded from www.Manualslib.com manuals search engine

1. Click the **Add User** button to open the Enter Username and Password dialog box:

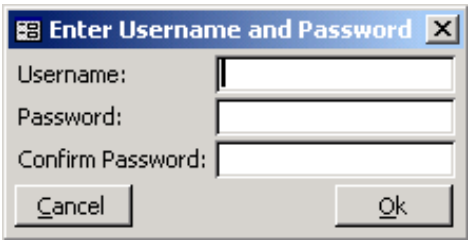


Fig. 2:3-16 Add User

2. Type in the **Username**.
3. Type in the alphanumeric **Password** in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
4. Type in the same characters in the **Confirm Password** field.

***TIP**: Click Cancel if you wish to return to the User and Group Information box without saving your entries.*

5. Click **Ok** to open an alert box displaying the message: "User Added!"
6. Click **OK** to close both the alert box and the dialog box.

***NOTE**: The username is added to the User pull-down menu in the User Information frame. When the User and Group Information box is refreshed (by clicking the Close button to close it, then clicking the User Permissions button in the Settings menu to re-open it), the username also displays in the Add to User pull-down menu in the Group Information frame.*

Downloaded from www.Manualslib.com manuals search engine

You must now add the user to a user group by making entries in either the User Information frame or the Group Information frame. While both frames contain similar contents, each serves a different function. The User Information frame is used for maintaining a list of authorized users, while the Group Information frame is used for maintaining user groups.

User Information frame

In the User Information frame, you can add a user to a user group, or remove a user from a user group.

Add User to a User Group

1. Select the **User** from the pull-down menu. If the user has been added to other groups, these groups display in the list box below.
2. From the **Add To Group** pull-down menu, select the group to which the user should be added.
3. Click **Go** to open an alert box displaying the message: “Group added.”
4. Click **OK** to close the alert box and to display the group name in the list box above.

Remove User from a User Group

1. Select the **User** from the pull-down menu. The user’s group(s) display(s) in the list box below.
2. Select the group from which the user should be removed by clicking on your choice to highlight it.
3. Click the **Delete From Group** button to remove the group from the list box, and to open an alert box displaying the message: “Removed from group.”
4. Click **OK** to close the alert box.

Downloaded from www.Manualslib.com manuals search engine

Group Information frame

In the Group Information frame, you update user groups by adding or removing users.

Update User Group by Adding a User

1. Select the **Group** from the pull-down menu. Any users added to this user group display in the list box below.
2. From the **Add To User** pull-down menu, select the user to be added to the group.
3. Click **Go** to open an alert box displaying the message: “User added.”
4. Click **OK** to close the alert box and to display the user name in the list box above.

Update User Group by Removing a User

1. Select the **Group** from the pull-down menu. Any users added to this user group display in the list box below.
2. Select the user to be removed from the group by clicking on your choice to highlight it.
3. Click the **Remove User From Group** button to remove the user from the list box, and to open an alert box displaying the message: “Removed!”
4. Click **OK** to close the alert box and to remove the user from the list box.

Edit Password or Delete User

By clicking the Edit User button in the User and Group Information box, the User Information dialog box displays. In this dialog box you can change a user’s password, or delete a user.

Downloaded from www.Manualslib.com manuals search engine

Change a User's Password

1. In the User and Group Information box, click the **Edit User** button to open the User Information dialog box.
2. Select the user from the **Username** pull-down menu:

Fig. 2:3-17 Edit user password, delete user

3. In the **Password** field, clear the asterisks that display by pressing the spacebar on your keyboard.

   Type in the new alphanumeric password in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
4. Press the Tab key on your keyboard to move to the **Confirm Password** field.

   Type in the same characters you entered in the Password field.

***TIP**: Click Cancel if you wish to return to the User and Group Information box without saving your entries.*

5. Click **Ok** to open an alert box displaying the message: "Password Updated!"
6. Click **OK** to close both the alert box and the User Information dialog box.

Delete a User

1. In the User and Group Information box, click the **Edit User** button to open the User Information dialog box.

Downloaded from www.Manualslib.com manuals search engine

2. Select the user from the **Username** pull-down menu.
3. Click the **Delete User** button to open an alert box displaying the message: “User deleted!”
4. Click **OK** to close the alert box.
5. Click the ✕ in the upper right corner of the User Information dialog box to close it.

***NOTE**: The username is removed from the choices in the User pull-down menu in the User Information frame, and from the choices in the Add to User pull-down menu in the Group Information frame.*

My Account

The My Account option displays only for non-administrator users who have been set up (by the administrator) to access the Client. When a non-administrator user logs into the Client and clicks the Settings button, the Settings menu displays as follows:

Fig. 2:3-18 Settings menu, non-administrator user

Downloaded from www.Manualslib.com manuals search engine

Options available to the user include: Event Schedule, My Account, Server Statistics, and Default Options.

My Account is used for viewing a list of users who are included in your user group(s), and for updating your password.

To access your account, click the **My Account** button to open the My Account box:

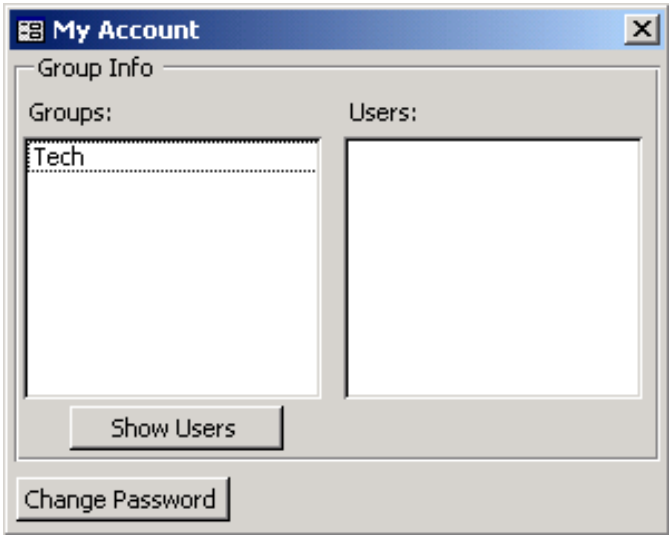


Fig. 2:3-19 My Account box

Upon accessing My Account, any user group to which your username has been assigned (via the User Permissions option from the Settings menu) displays in the Groups list box.

Click the ✕ in the upper right corner of the My Account box to exit this option.

View Users in a User Group

To view a list of users in your user group:

1. In the Groups list box, select the user group by clicking on your choice to highlight it.

Downloaded from www.Manualslib.com manuals search engine

2. Click the **Show Users** button to display the users in the Users list box to the right.

***TIP**: If there is another user group listed that you wish to view, follow the steps above to view the usernames in that user group.*

Change Password

1. Click the **Change Password** button to open the Change User Password dialog box:

Fig. 2:3-20 Change User Password

2. Type in the **Old Password**. Your entry displays as a series of asterisks for security purposes.
3. Type in the alphanumeric **New Password** in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
4. Type in the same characters for the new password in the **Confirm New** field.

***TIP**: Click Cancel if you wish to return to the My Account box without saving your entries.*

5. Click **Ok** to open an alert box displaying the message: "Password Changed!"
6. Click **OK** to close both the alert box and the dialog box.

Downloaded from www.Manualslib.com manuals search engine

Default Options

Default Options is used for setting the maximum number of records to be included in a report, and the number of records that will display on a report screen.

Click the Default Options button in the Settings menu to open the Options box:

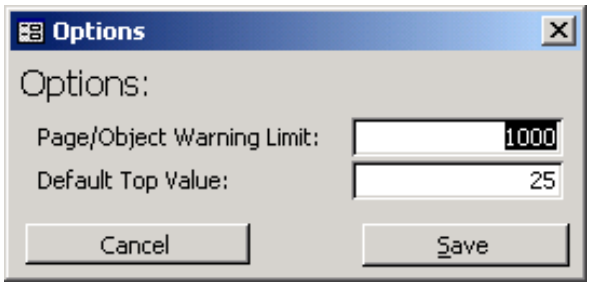


Fig. 2:3-21 Options box

The Page/Object Warning Limit default is “1000” and the Default Top Value default is “25”.

Click the ✕ in the upper right corner of the Options box to exit this option.

Set New Defaults

1. Enter the maximum **Page/Object Warning Limit** for the query results.
2. Enter the **Default Top Value** of records that will display on the screen.

***TIP**: Click Cancel to exit without saving your entries.*

3. Click the **Save** button to save your settings and to exit the Options box.

Downloaded from www.Manualslib.com manuals search engine

Chapter 4: Using the Client

Once the Client has been customized, you can query the database and generate reports. This chapter provides examples on the many ways in which the Client can be used for fulfilling your reporting needs.

Specific Search Function

The Specific Search function is used for performing a search for pages or objects viewed by a specified user, or for performing a search for pages or objects users viewed within a specified filter category and/or at a specified Web site.

From the main menu, click the **Specific Search** button to open the Specific Search box:

Fig. 2:4-1 Specific Search option

Click the ✕ in the upper right corner of the Specific Search box to exit this option.

When using the specific search function, you must specify the date and time range for the search, the type of search you wish to perform (Category, Client, Site), and the type of items to be included in the search (Pages or Objects).

Downloaded from www.Manualslib.com manuals search engine

Specify Time Frame for the Search

You must first specify a date and time range for your query.

1. Click in the **From Date** field and enter the first date in the range, using the format on your machine (e.g. 12/01/2002 could be entered if the MM/DD/YYYY format is used).

***TIP**: When entering dates in this box, forward slash ("/") symbols should not be entered, as they are static components of the Date fields. To clear an entry in a Date field, press the Back Space key.*

   Press the Tab key to move to the **To Date** field.

2. Enter the last date in the range, using the format on your machine.

   Press the Tab key to move to the **From Time** field.

3. Enter the beginning time using the HH:MM format (e.g. 03:00), and type in either "am" or "pm".

***TIP**: When entering times in this box, colon (":") symbols should not be entered, as they are static components of the Time fields. To clear an entry in a Time field, press the Back Space key.*

   Press the Tab key to move to the **To Time** field.

4. Enter the ending time using the HH:MM format, and type in either "am" or "pm".

Downloaded from www.Manualslib.com manuals search engine

Specify Type of Search to be Performed

In the next step for specifying search criteria, you must indicate if you wish to perform the search on the activity of a specific filter category, user, and/or Web site. Specify your search type in one or more of the following fields: Category, Client, Site.

- **Category** - to perform a search on activity within a specific filter category, make a selection from the filter categories in the pull-down menu. Category items are set up under the Category Descriptions option from the Settings menu.
- **Client** - to perform a search on the activity of a specific user, enter either the username (e.g. “tjohnson”) or IP address of the user’s machine (e.g. “209.11.160.174”).
- **Site** - to perform a search on activity at a specific Web site visited by clients (users), enter the domain or site address (e.g. “yahoo.com” or “icq.com”).

Specify Items to be Searched, View Results

In the final step for specifying your search criteria, you must indicate the type of items you wish to search: Pages or Objects.

- **Find Pages** - click this button to search for Web pages that were accessed. Results display in a report in your browser window showing the Date and URL for each Web page matching the search criteria. A hyperlink to the page is included so you can visit that page.
- **Find Objects** - click this button to search for objects that were viewed (image files, JavaScript files, flash files, etc.). Results display in a report in your browser window showing the Date and URL for each object matching the search criteria. A hyperlink to the object is included so you can visit that item.

Downloaded from www.Manualslib.com manuals search engine

Warning Messages

Page Search

When the Find Pages button is clicked, if the date and time range that was specified is outside the scope of live data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, the report will take a longer amount of time to generate.

Object Search

When the Find Objects button is clicked:

- If the date and time range that was specified includes both live and archive data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, only the objects that still exist on the Server will display.
- If objects no longer exist on the Server for the date and time range that was specified, a message displays to inform you that these objects no longer exist on the Server.

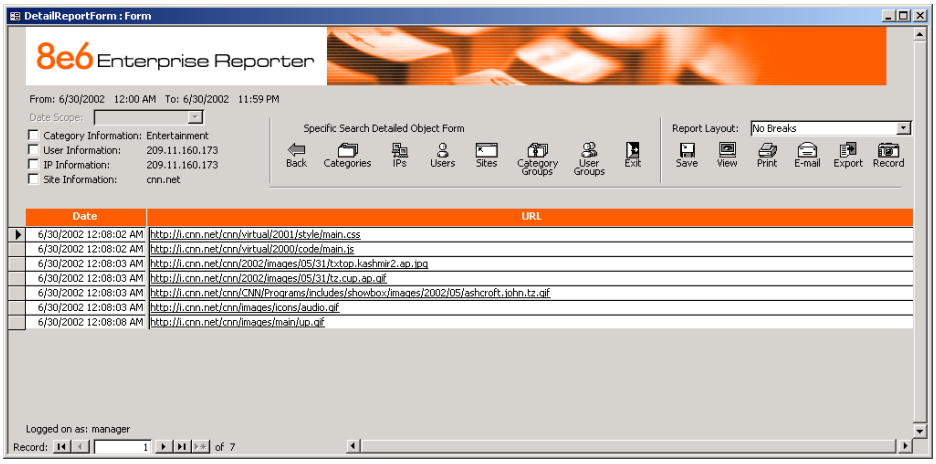


Fig. 2:4-2 Find Objects search results

Downloaded from www.Manualslib.com manuals search engine

View Additional Information

To view additional data, click in the Information checkbox corresponding to Category, User, IP, and/or Site to add the selected column(s) to the online report. To remove a column from the online report, click to remove the check mark.

- **Category** - clicking in this checkbox adds the Category column to the report, listing the filter category to which the item belongs.
- **User** - clicking in this checkbox adds the User column to the report, listing the username or IP address of the user who accessed or viewed the item.
- **IP** - clicking in this checkbox adds the User IP column to the report, listing the IP address of the user's machine that accessed the item.
- **Site** - clicking in this checkbox adds the Site column to the report, listing the item's domain name or site address.

This online report can be saved, viewed, printed, distributed, and/or captured for repetitive execution. More information on reporting options can be found throughout this chapter, and in Chapter 5: Reports.

Downloaded from www.Manualslib.com manuals search engine

Report Screen Elements

Report screens are accessible by clicking on icons for Categories, IPs, Users, or Sites from the main menu or any report screen. If category groupings or user groupings have been defined via the Settings menu option, Category Groups or User Groups report screens are additionally available by clicking on icons for these topics.

Though each screen displays data pertinent to your specifications, all screens have basic elements in common. Understanding the function of these elements is critical, since the usage of these tools determines the results of your query.

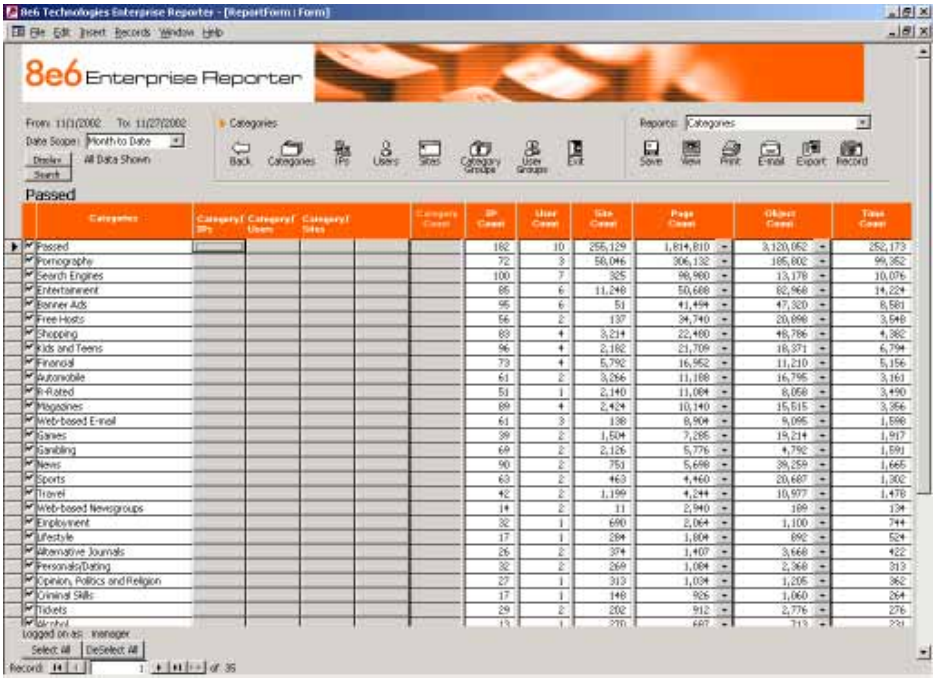


Fig. 2:4-3 Categories report

The top of the report screen displays the date range for the selected Date Scope, the type of data (Top or All) selected to Display, the navigation path for the current report view, and the report view selection made at the Reports field.

Downloaded from www.Manualslib.com manuals search engine

The body of the report includes columns pertinent to the report selection that was made, populated by rows of records resulting from the query. Each row is preceded by a checkbox. After each record, columns of grey filter boxes display. These boxes are followed by columns of statistics for tracking user activity on the Internet by Category Count, IP Count, User Count or Site Count, and by Page Count, Object Count, and Time Count. A down arrow displays to the right of the Page Count and Object Count for each record. By clicking this arrow, a report for that record displays. More about Page/Object reports is explained in subsequent sub-sections, and in Chapter 5: Reports.

***TIP**: Pages/objects must exist within the date scope that was specified in order to be viewed.*

The bottom of the report screen displays the username of the login ID used for this session (Logged on as), the Record number currently selected, and the last number in the range of records obtained by the query.

Date Scope

The **Date Scope** field is located at the top left portion of the screen. Make a selection from the pull-down menu for the time frame you wish to use in your query: Month to Date, Monthly, Year to Date, Daily, Yesterday, Today, Month to Yesterday, Year to Yesterday. The range of dates within the specified scope displays above the Date Scope field. Reports can be run for any data saved in the ER 3.0's memory.

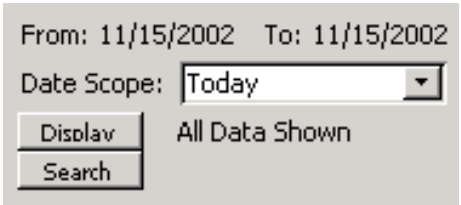


Fig. 2:4-4 Date Scope field

Downloaded from www.Manualslib.com manuals search engine

- **Month to Date** - this option generates the report for the range of days that includes the first day of the current month through today.
- **Monthly** - selecting this option opens the Enter a Date Scope box where you specify the range of months:

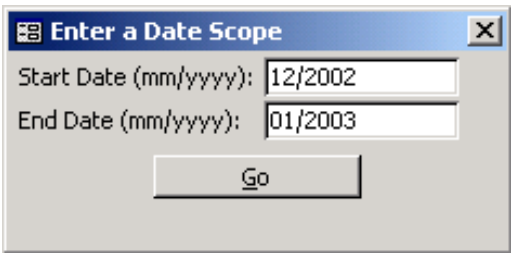


Fig. 2:4-5 Entries for Monthly option

Enter the **Start Date** and **End Date** using the MM/YYYY format, and click **Go** to close the box. The generated report includes the first date of the specified month in the specified year, and the last date of the specified month in the specified year. For example, if "12/2002" is entered for the Start Date and "01/2003" is entered for the End Date, the screen displays the date range as 12/1/2002 to 1/31/2003.

- **Year to Date** - this option generates the report for the range of days that includes the first day of the current year through today.
- **Daily** - selecting this option opens the Enter a Date Scope box where you specify the range of days:

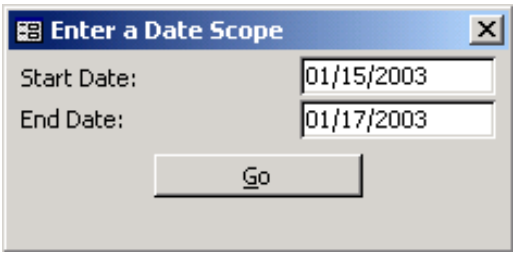


Fig. 2:4-6 Entries for Daily option

Downloaded from www.Manualslib.com manuals search engine

Enter the **Start Date** and **End Date** using the MM/DD/YYYY format, and click **Go** to close the box. The generated report includes data for the specified days only, if the data for these days are stored on the Server.

- **Yesterday** - this option generates the report for yesterday only.
- **Today** - this option generates the report for today only, if logs from the Web access logging device have been received and processed.
- **Month to Yesterday** - this option generates the report for the range of days that includes the first day of the current month through yesterday.
- **Year to Yesterday** - this option generates the report for the range of days that includes the first day of the current year through yesterday.

Display button

The Display button is located beneath the Date Scope field. Click the **Display** button to open the Display Information box where you specify the number of records you wish to view on the screen and include in the report, and how these records will be sorted in the generated report.

Fig. 2:4-7 Display Information box

Specify the manner in which records will be sorted by selecting an available choice from the pull-down menu: Category Count, IP Count, User Count, Object Count, Page Count, Site Count, or Time Count. Each of these selections corresponds to an available column on the report screen.

Downloaded from www.Manualslib.com manuals search engine

To include only top records, enter the number of records and click the **Top** button. To include all records, click the **All** button.

By clicking one of these buttons, the box closes and the screen displays rows of records corresponding to the number of records specified, and a label (to the right of this Display button) showing the specified criteria.

Search button

The Search button is located beneath the Display button. Click the **Search** button to open the Search box and specify your search terms for items in the current report.

At the **S**(earch) **Criteria** field, choose from the following items: Contains, Starting With, Ending In. Enter the text in the **Find** field, and click **Go** to display the results of your query on the screen. To perform another search, click the **Back** icon in the navigation bar located beneath the navigation path.

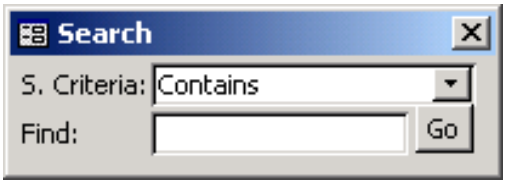


Fig. 2:4-8 Search box

Navigation path

The navigation path displays to the right of the Date Scope field. This path shows your location in the Client for the current session. For example, if you are on the main screen of the Categories report, the navigation path will read “Categories.” If you are in the Users section of a specific category, the path would read “Category/Users.” By noting the path, you can easily locate the view again during the same session.

Downloaded from www.Manualslib.com manuals search engine

To return to a previous report view, click the **Back** icon in the navigation bar located beneath the navigation path.

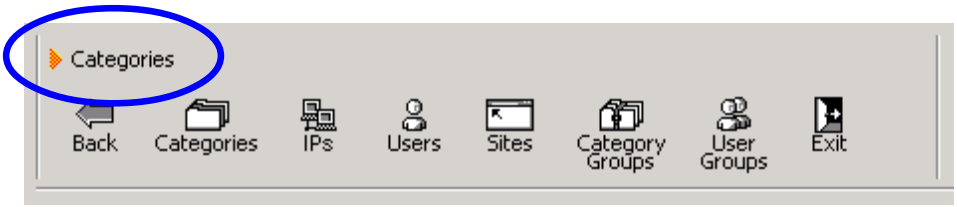


Fig. 2:4-9 Navigation path

Navigation bar

The navigation bar, located beneath the navigation path, includes a row of icons and the Reports (or Report Layout) pull-down menu:

Fig. 2:4-10 Navigation bar

Back icon

Clicking the **Back** icon

returns you to a prior screen, if you have viewed other reports during this session.

Categories icon

Clicking the **Categories** icon

displays the report showing categories set up for your Web access logging device(s).

Downloaded from www.Manualslib.com manuals search engine

IPs icon

Clicking the **IPs** icon

displays the report sorted by user IP address.

Users icon

Clicking the **Users** icon

displays the report sorted by username.

Sites icon

Clicking the **Sites** icon

displays the report sorted by visited sites.

Category Groups icon

Clicking the **Category Groups** icon

displays the report sorted by user-defined category groups, if category groupings were previously estabished under the Settings menu option.

User Groups icon

Clicking the **User Groups** icon

displays the report sorted by user-defined user groups, if user groupings were previously established under the Settings menu option.

Downloaded from www.Manualslib.com manuals search engine

Exit icon

Clicking the **Exit** icon returns you to the main menu.

Reports / Report Layout field

The Reports field displays on Categories, IPs, Users, Sites, Category Groups, and User Groups report screens. Make a selection from the **Reports** pull-down menu. Reports in the standard report format are available for all main report groups. Pie chart and bar chart formats are available for Categories, Category Groups, and User Groups reports.

The Report Layout field displays on Page and Object report screens. Make a selection from the **Report Layout** pull-down menu for the type of report you wish to view.

Save icon

The Save option lets you capture the report that currently displays on your screen. A generated report format is used for the saved report.

Clicking the **Save** icon opens the Output To dialog box in which you specify the output format for the report:

Downloaded from www.Manualslib.com manuals search engine

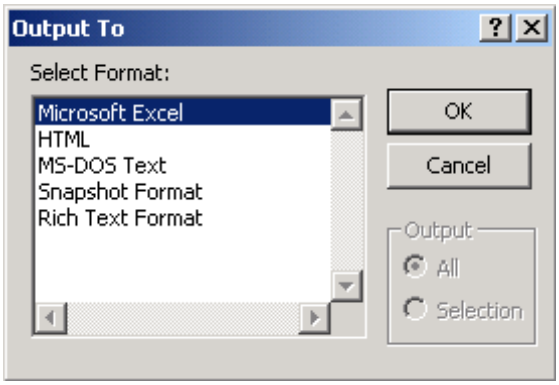


Fig. 2:4-11 Output To dialog box

Choose the output format from the list box by clicking on your selection: Microsoft Excel (.xls), HTML (.html), MS-DOS Text (.txt), Snapshot Format (.snp) or Rich Text Format (.rtf).

Click **OK** to close the Output To dialog box, and to open the Output To popup window where you save the report to a designated folder in the specified output format.

View icon

The View option helps you make any necessary adjustments to your report settings prior to printing the report. To use this feature, you must have a printer configured for your machine.

When clicking the **View** icon

, one of three actions occurs, depending on the report options you selected:

- the report displays in a window
- the Double Break Information dialog box opens
- the Generate Chart box opens

Downloaded from www.Manualslib.com manuals search engine

View, Print the Report

The report displays in a window: The report automatically displays in a window when the View icon is clicked for any of the following scenarios:

- when a standard report from one of the main report groups ("IPs," "Users," etc.) is selected.
- when a filter selection is specified for the report (see the Filters sub-section).
- when the report is an object/page report (see Page/Object Reports from Chapter 5: Reports).

In the report window, you can zoom in or out by clicking the middle of the page with the magnifying glass icon. If the report includes more than one page, click the arrow buttons at the bottom of the window. In the order in which they display in this window, clicking these buttons moves you to the first page, the page prior to the displayed page, the page following the displayed page, and the last page.

To change the orientation of the page, select **File > Page Setup** from the toolbar at the top of the window which opens the Page Setup dialog box where you specify Portrait or Landscape on the Page tab.

To print the report from this window, select **File > Print** from the toolbar at the top of the window which opens the Print dialog box where you specify your printing options.

To close this window, click the in the upper right corner of the window.

Downloaded from www.Manualslib.com manuals search engine

Double Break Information dialog box

The Double Break Information dialog box opens: If you made a selection from the Reports pull-down menu to view a standard report with two main sort groups (such as “Category/IPs” or “Sites/Users,” etc.), and then click the View icon, you will be prompted to specify viewing/printing criteria in the Double Break Information dialog box.

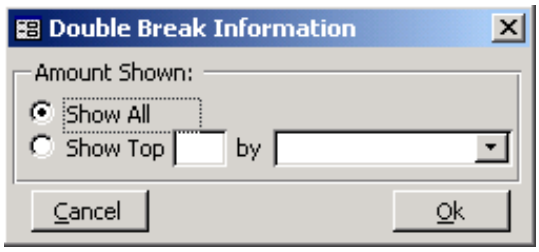


Fig. 2:4-12 Double Break dialog box

Entries made in this dialog box are similar to those made in the Display Information box, accessible via the Display button. However, entries in the Double Break Information dialog box further define how the generated report will display and print.

Specify the manner in which records will be viewed/printed by selecting an available choice from the pull-down menu: Category Count, IP Count, User Count, Object Count, Page Count, Site Count, or Time Count. Each of these selections corresponds to an available column on the report screen.

To include only top records, enter the number of records and click the **Top** button. To include all records, click the **All** button.

After making selections in this box, click **OK** to close the box and to view the report in a window. (See View, Print the Report for view/print options.)

Downloaded from www.Manualslib.com manuals search engine

Generate Chart box

The Generate Chart box opens: If you made a selection from the Reports pull-down menu to view a report in the pie chart or bar chart format, you will be prompted to specify viewing/printing criteria in the Generate Chart box.

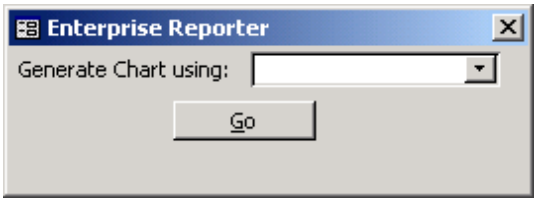


Fig. 2:4-13 Generate Chart box

Entries made in this box further define how the generated report will display and print.

Make a selection from choices available in the pull-down menu: Category Count, IP Count, User Count, Object Count, Page Count, Site Count, or Time Count. Each of these selections corresponds to an available column on the report screen.

After making your selection in this box, click **Go** to close the box and to view the report in a window. (See View, Print the Report for view/print options.)

Downloaded from www.Manualslib.com manuals search engine

Print icon

To use the Print option, you must have a printer configured for your machine.

When clicking the **Print** icon

, one of three actions occurs, depending on the report options you selected:

- the report prints to your printer
- the Double Break Information dialog box opens
- the Generate Chart box opens

See the View icon section for information about the Double Break Information dialog box and the Generate Chart box.

After making selections from either box, click **OK** or **Go** to close the box and to print the report to your printer.

E-mail icon

The E-mail option lets you e-mail the report that currently displays on your screen.

***NOTE**: If you are using Lotus Notes as your primary e-mail client instead of Microsoft Outlook or Outlook Express, refer to Appendix B for information on how to configure Lotus Notes to work with the ER 3.0 Client.*

Clicking the **E-mail** icon

opens the E-mail Report dialog box in which you enter the e-mail address(es) of the recipient(s) in the **To** field. If necessary, enter e-mail criteria in the following fields: **Cc**, **Bcc**, **Subject**, **Body**.

Downloaded from www.Manualslib.com manuals search engine

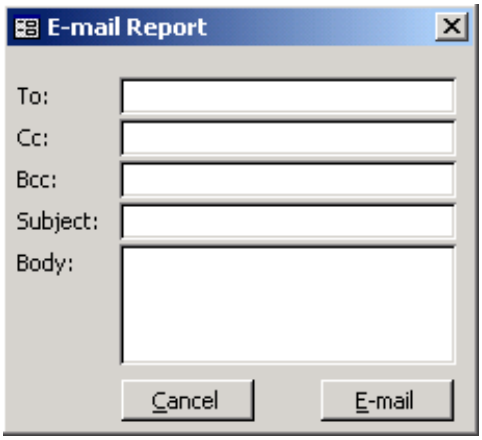


Fig. 2:4-14 E-mail Report box

***NOTE**: If a Subject is not specified, the report received by the recipient(s) will display "Enterprise Reporter - Report" in the Subject line of the e-mail message.*

Click the **E-mail** button to open the Output Format box:

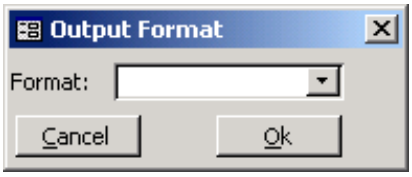


Fig. 2:4-15 Output Format box

From the **Format** pull-down menu, choose the output format for the report: Microsoft Excel (.xls), MS-DOS Text (.txt), Snapshot Format (.snp), or Rich Text Format (.rtf).

Click **Ok** to dispatch the e-mail. The report is sent as an attachment to the e-mail message.

***NOTE**: The report attached to the e-mail message will look like the report that is saved when using the Save option for Microsoft Excel, MS-DOS Text, Snapshot Format, or Rich Text Format.*

Downloaded from www.Manualslib.com manuals search engine

Export icon

The Export option lets you export raw data from the report that displays on your screen.

Clicking the **Export** icon

opens the Export To File box in which you specify the format for exporting the raw data.

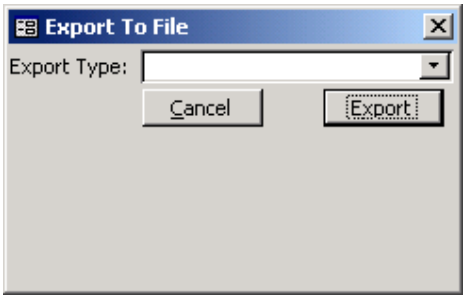


Fig. 2:4-16 Export to File box

From the **Export Type** pull-down menu, choose the format for the report: Ansii Text File (*.txt), Comma Delimited Text File (*.csv), Microsoft Excel File (*.xls), HTML File (*.html), or Rich Text File (*.rtf).

Click the **Export** button to open the Save File popup window to designate where the exported data will be saved.

Downloaded from www.Manualslib.com manuals search engine

Record icon

The Record option lets you save data from a custom report you create. This custom report can be generated and then viewed, printed, e-mailed, or saved in a selected file format. Report specifications can be edited via the Open a Recorded Report option, defined in this sub-section. A custom report can be scheduled to run at a specified interval using the Event Schedule option.

***NOTE**: Information on using the Event Schedule option can be found in Chapter 3: Customizing the Client, in the Settings section, Event Schedule sub-section. In order for the report to run as scheduled, the Client must be closed. The Client will automatically open and generate the report at the scheduled time, and then close after completing the task.*

Clicking the **Record** icon

opens a dialog box ("Save Custom Report" or "Save as Custom Report") that lets you record details for the report you wish to generate.

Downloaded from www.Manualslib.com manuals search engine

Save Custom Report dialog box

The Save Custom Report dialog box opens for any report that is not a page or object report:

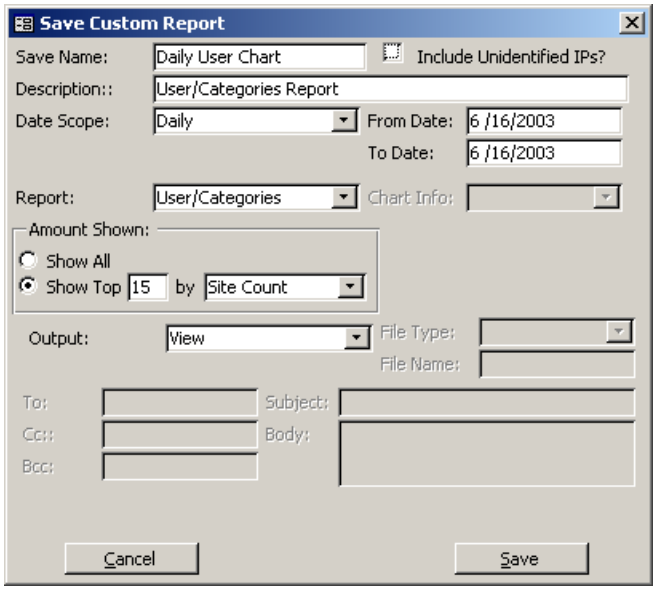


Fig. 2:4-17 Save Custom Report dialog box

Enter the report name in the **Save Name** field, and then enter a **Description** for the report. Click in the **Include Unidentified IPs?** checkbox if you wish to include the IP Only record in reports. This record includes activity from machines that are not assigned to specific users.

In the **Date Scope** field, choose from the following dates: Today, Yesterday, Month To Date, Year To Date, Daily, or Monthly. If you choose Daily or Monthly, you must specify the date range in the **From Date** and **To Date** fields.

***NOTE**: More information on Date Scope entries can be found in this chapter, in the Date Scope sub-section.*

Downloaded from www.Manualslib.com manuals search engine

The selection made at the Reports pull-down menu on the report screen displays in the **Report** field. The default selection at this field can be changed, if necessary.

If the selected report format is either a pie or bar chart, the **Chart Info** field is activated. Make a selection from the pull-down menu for the manner in which you wish the report data to be sorted. Options may include the following: Category Count, IP Count, User Count, Object Count, Page Count, Site Count, or Time Count.

In the Amount Shown frame, specify the amount of data you wish to include in the report by clicking the radio button corresponding to **Show All** or **Show Top**. If Show All is selected, the report will include all records. If Show Top is selected, specify the column Count type to be used (Category, IP, User, Site, Page, Object, Time) based on the available selections, as well as the number of records to be included. The entries in this frame are similar to those made in the Display Information box. (See the Display button subsection in this chapter.)

At the **Output** field, make a choice from the pull-down menu to specify the output method for the report: Printer, File, E-Mail, or View.

- If File is selected, the File Type and File Name fields become activated. Choose the **File Type** from the pull-down menu: Microsoft Excel, HTML, MS-DOS Text, Snapshot Format, Rich Text Format. Enter a **File Name** for the report.
- If E-Mail is selected, the following fields become activated: File Type, To, Cc, Bcc, Subject, and Body. Select the **File Type** from the pull-down menu. Type in the e-mail address(es) of the recipient(s) in the **To** field. If necessary, enter e-mail critieria in the following fields: **Cc**, **Bcc**, **Subject**, **Body**.

Downloaded from www.Manualslib.com manuals search engine

When you click **Save** the alert box opens with the message: “Custom Report has been saved”. Click **OK** to close the alert box. The report will not run until you specify when you want it to run, by using either the Open a Recorded Report option defined in this sub-section, or the Event Schedule option and task scheduler.

***NOTE**: If the Save Name you entered has already been used, a message displays: “Name Already in use, Overwrite?” You can choose to either overwrite the record with the current report criteria, or rename the report.*

Save as Custom Report dialog box

The Save as Custom Report dialog box opens for any page or object report:

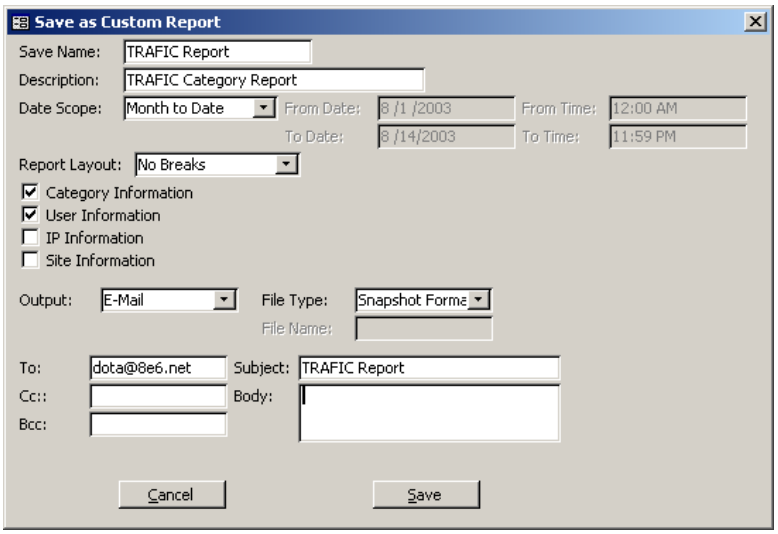


Fig. 2:4-18 Save as Custom Report dialog box

Enter the report name in the **Save Name** field, and then enter a **Description** for the report.

Downloaded from www.Manualslib.com manuals search engine

In the **Date Scope** field, choose from the following dates: Yesterday, Month To Date, Year To Date, Part of Today, Part of Yesterday, Daily, Monthly, or Part of Specific Day.

- If you choose Part of Today or Part of Yesterday, you must specify the time range in the **From Time** and **To Time** fields.
- If you choose Daily or Monthly, you must specify the date range in the **From Date** and **To Date** fields.
- If you choose Part of Specific Day, you must specify the **From Date** and make entries in the **From Time** and **To Time** fields.

The selection made at the Report Layout pull-down menu on the report screen displays in the **Report Layout** field. If selections were made on the report screen for Category Information, User Information, IP Information, or Site Information, these selections display. Default selections from any of these fields can be changed, if necessary.

At the **Output** field, make a choice from the pull-down menu to specify the output method for the report: Printer, File, E-Mail, or View.

- If File is selected, the File Type and File Name fields become activated. Choose the **File Type** from the pull-down menu: Microsoft Excel, HTML, MS-DOS Text, Snapshot Format, Rich Text Format. Enter a **File Name** for the report.
- If E-Mail is selected, the following fields become activated: File Type, To, Cc, Bcc, Subject, and Body. Select the **File Type** from the pull-down menu. Type in the e-mail address(es) of the recipient(s) in the **To** field. If necessary, enter e-mail critieria in the following fields: **Cc**, **Bcc**, **Subject**, **Body**.

Downloaded from www.Manualslib.com manuals search engine

When you click **Save** the alert box opens with the message: “Custom Report has been saved”. Click **OK** to close the alert box. The report will not run until you specify when you want it to run, by using either the Open a Recorded Report option defined in this sub-section, or the Event Schedule option and task scheduler.

***NOTE**: If the Save Name you entered has already been used, a message displays: “Name Already in use, Overwrite?” You can choose to either overwrite the record with the current report criteria, or rename the report.*

Open a Recorded Report

By clicking the **Record** icon on the main menu, the Open a custom report box opens:

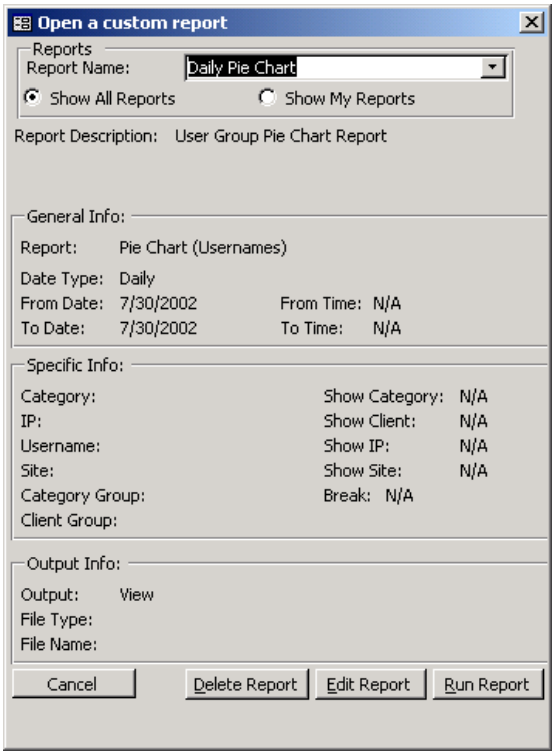


Fig. 2:4-19 Open a custom report box

Downloaded from www.Manualslib.com manuals search engine

***TIP**: Click Cancel to close this dialog box.*

If you are logged in as a non-administrator, in the Reports frame, click the radio button corresponding to either **Show All Reports** or **Show My Reports**. By clicking the former, you will view a list in the Report Name pull-down menu of all recorded reports. By clicking the latter, you will view only the reports you recorded. If you are logged in as an administrator, you do not need to click either radio button, as all report selections will display in the Report Name pull-down menu.

Make a selection from the **Report Name** pull-down menu to populate the General Info, Specific Info, and Output Info frames.

To remove the custom report from choices available in this box, click **Delete Report**. A dialog box opens: “Are you sure you wish to delete the report?” Click either **Yes** or **No**.

***NOTE**: If a custom report is scheduled to run via the Event Schedule option, deleting the report removes it from the Scheduled Events box.*

To re-open the Save Custom Report dialog box where you can edit your report settings, click **Edit Report**. After making your modifications, click **Update** to open the alert box: “Custom Report has been updated”. Click **OK** to close the alert box.

To generate the custom report now, click **Run Report**.

Downloaded from www.Manualslib.com manuals search engine

Filters

A filter displays on the report screen as a grey box in a column following the record name, and preceding the Count columns. Each filter column is labeled for the function it will perform. By clicking a specific filter button for a record, more in-depth analysis is provided for that record.

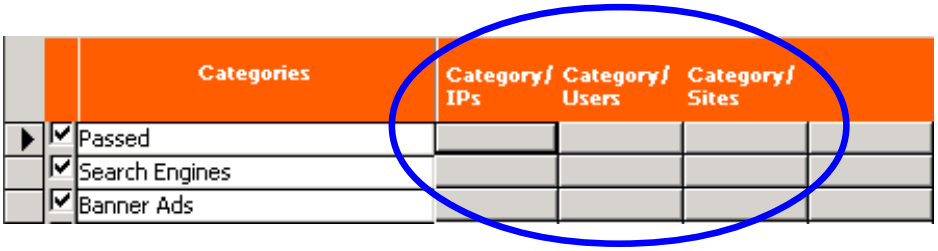


Fig. 2:4-20 Filters

Columns

Columns for specified “item counts” display in the body of all report screens. By clicking a column header, all records in the report will sort by that column. You can toggle between ascending and descending counts by clicking the same column header twice. The column for the current report type does not display and therefore cannot be selected.

Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
	77	1	592	39,531	73,047	657
	19	1	8	2,719	60	103
	28	1	24	710	713	38

Fig. 2:4-21 “Count” columns

Downloaded from www.Manualslib.com manuals search engine

- **Category Count** - This column displays the number of categories a user has visited, or the number of categories included within a given site. Categories are set up for the Web access logging device filter via the Settings menu option. It is possible for a site to be listed in more than one category, so even if a user has visited only one site, this column may count the user's visit in two or three categories.
- **IP Count** - This column displays the number of sites or categories visited by the IP address on the user's machine.
- **User Count** - This column displays the number of individuals who have visited a specific site or category.
- **Site Count** - This column displays the number of sites a user has visited, or the number of sites in a category. This figure is based on the root name of the site. For example, if a user visits www.espn.com, www.msn.com, and www.foxsports.com, that user will have visited three pages. If that same user additionally visits www.espn.com/scores, the total number of sites visited would still count as three—and not as four—because the latter page is on the original ESPN site that was already counted.
- **Page Count** - This column displays the total number of pages visited. A user may visit only one site, but visit 20 pages on that site. If a user visits a page with popup ads, these items would add to the page count. If a page has banner ads that link to other pages, these items also would factor into the page count. In categories that use a lot of popup ads—porn, gambling, and other related sites—the page count usually exceeds the number of objects per page.

  By clicking the down arrow to the right of any record in this column, a report screen displays with details for all pages visited, including hyperlinks to those pages. On this screen, you have the option to include Information columns for Category, User, IP, and Site by clicking in the checkboxes.

Downloaded from www.Manualslib.com manuals search engine

***TIP**: If the date range that was specified at the Date Scope field is outside the scope of live data currently stored on the Server, when clicking the down arrow, a warning message displays to inform you that if you wish to proceed, the report will take a longer amount of time to generate.*

- **Object Count** - This column displays the number of objects on a Web page. All images, graphics, multimedia items, and text items count as objects. The number of objects on a page is generally higher than the number of pages a user visits.

  However, if an advertisement or banner ad (an object on the page) is actually a page from another site, this item would not be classified as an object but as a page, since it comes from a different server.

  By clicking the down arrow to the right of any record in this column, a report screen displays with details for all pages visited, including hyperlinks to those pages. On this screen, you have the option to include Information columns for Category, User, IP, and Site by clicking in the checkboxes.

***TIP**: If the date range that was specified at the Date Scope field includes both live and archive data currently stored on the Server, when clicking the down arrow, a warning message displays to inform you that if you wish to proceed, only the objects that exist on the Server will display. If objects no longer exist on the Server, a message displays to inform you that these objects no longer exist.*

- **Time Count** - This column displays the amount of time a user spends at a given site. Each page detected by a user's machine adds to the count. If a browser window is opened to a certain page and left there for an extended time period, and that page is refreshed by either the user or a banner ad, the counter starts again and continues as long as Web activity is detected. If that Web page contains an active banner ad that refreshes the page every 10 to 30 seconds,

Downloaded from www.Manualslib.com manuals search engine

a user could show an incredibly high page count and many minutes, even though only one page was opened by that user.

Select All, Deselect All buttons

The Select All and DeSelect All buttons display at the bottom of the screen, beneath the username ID. These buttons affect the checkboxes preceding the rows of records.

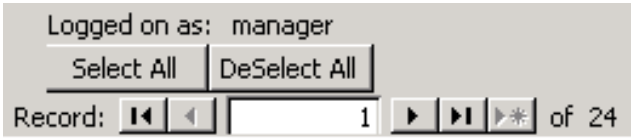


Fig. 2:4-22 Select All and DeSelect All buttons

By default, check marks display in all checkboxes, which means that all records will be included in the report view or in the printed report.

To include only specified records in the report, de-select a record by clicking in the checkbox to remove the check mark.

To de-select all items, click the **DeSelect All** button. To include a record, click in the checkbox to add a check mark.

To include all records, click the **Select All** button.

Downloaded from www.Manualslib.com manuals search engine

Records

Beneath the Select All and DeSelect All buttons at the bottom of the screen, the number of the record for the selected row on the current screen displays at the Records field, along with the total number of records in the current report. This indicator helps you determine how long it will take to generate a report view or to print a report. If there are many records, you may wish to filter your results to reduce the time it will take to process the report.

A record is selected by clicking in the grey box preceding the checkbox in that row. This action displays an arrow in that box, and the record number in the Record field.

You can navigate to another record by clicking any of the arrow buttons. In the order in which they display on the screen, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.

Downloaded from www.Manualslib.com manuals search engine

Generate a Report

1. Select the report screen of your choice: Categories, IPs, Users, Sites, Category Groups, or User Groups.
2. Specify the **Date Scope**: Month to Date, Monthly, Year to Date, Daily, Yesterday, Today, Month to Yesterday, or Year to Yesterday.
3. At the **Reports** (or **Report Layout**) field, select a report type from the pull-down menu.
4. If necessary, do any of the following, in any order:
   - To generate a report for a single record only, click the designated filter button from the available column choices.
   - To sort records by a specified column, click the corresponding Count column header.
   - Click the **Display** button to open the Display Information dialog box, and specify the manner in which you wish the records to be sorted, from the available selections: Category Count, IP Count, User Count, Object Count, Page Count, Site Count, or Time Count. To include only top records, enter the number of records and click the **Top** button, or click **All** to include all records.
   - If generating a page or object count report, the displayed screen includes additional options. To include Information columns for Category, User, IP, and Site, click in the checkboxes. After making any selections, proceed on that screen with the preceding steps for generating a report.
5. This task can now be completed by clicking on one of the following icons in the navigation bar: **Save**, **View**, **Print**, **E-mail**, **Export**, or **Record**.

Downloaded from www.Manualslib.com manuals search engine

- Click **Save** to save the report to a designated folder, in the output format of your choice.
- Click **View** to view the report. If prompted, enter any view specifications, and click **Go** or **OK** to view the report as requested.

  From the view window, you can print the report by selecting **File > Print** from the toolbar at the top of the window.
- Click **Print** to print the report without viewing it. If prompted, enter any print specifications, and click **Go** or **OK** to print the report as requested.
- Click **E-mail** to send the report to the designated recipient(s), in the output format of your choice.

***NOTE**: If you are using Lotus Notes as your primary e-mail client instead of Microsoft Outlook or Outlook Express, refer to Appendix B for information on how to configure Lotus Notes to work with the ER 3.0 Client.*

- Click **Export** to export the raw report data to a designated folder, in the output format of your choice.
- Click **Record** to save custom report data. The custom report can be generated and viewed, printed, e-mailed, or saved in a selected file format.

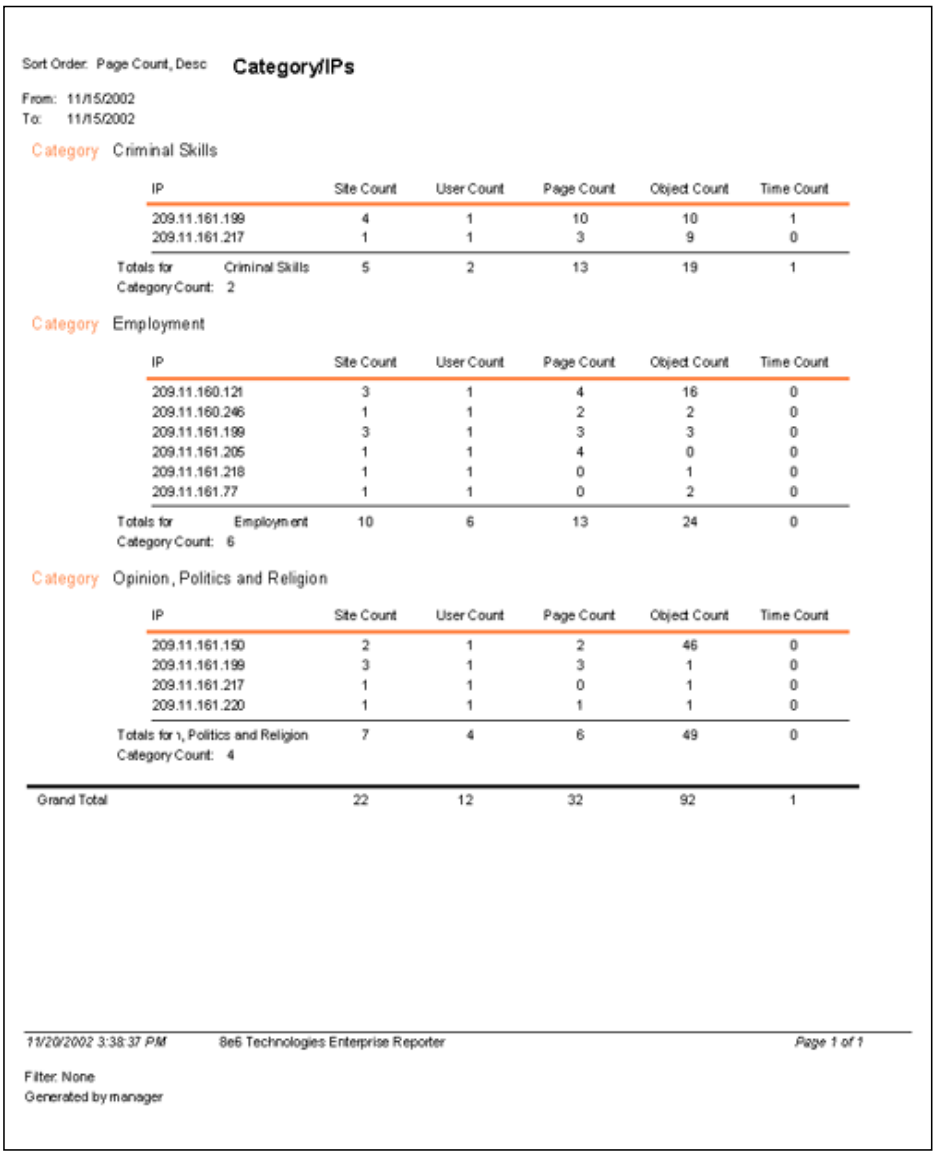
Report Formats

Reports in the standard report format are available for all main report groups (Categories, IPs, Users, Sites, Category Groups, and User Groups), and for Page Count and Object Count reports. Pie chart and bar chart formats are available for Categories, Category Groups, and User Groups reports.

Downloaded from www.Manualslib.com manuals search engine

Standard report

Standard reports include text only, arranged in columns and rows. The header displays the name of the report, the Sort Order, and the date range. The body of the report includes data grouped into sections, columns, and rows, according to your specifications. Totals for each section display, followed by a Grand Total at the end of the report. The footer displays



Sort Order: Page Count, Desc **Category/IPs**

From: 11/15/2002
To: 11/15/2002

Category Criminal Skills

IP	Site Count	User Count	Page Count	Object Count	Time Count
209.11.161.199	4	1	10	10	1
209.11.161.217	1	1	3	9	0
Totals for Criminal Skills Category Count: 2	5	2	13	19	1

Category Employment

IP	Site Count	User Count	Page Count	Object Count	Time Count
209.11.160.121	3	1	4	16	0
209.11.160.246	1	1	2	2	0
209.11.161.199	3	1	3	3	0
209.11.161.205	1	1	4	0	0
209.11.161.218	1	1	0	1	0
209.11.161.77	1	1	0	2	0
Totals for Employment Category Count: 6	10	6	13	24	0

Category Opinion, Politics and Religion

IP	Site Count	User Count	Page Count	Object Count	Time Count
209.11.161.150	2	1	2	46	0
209.11.161.199	3	1	3	1	0
209.11.161.217	1	1	0	1	0
209.11.161.220	1	1	1	1	0
Totals for ı, Politics and Religion Category Count: 4	7	4	6	49	0

Grand Total	22	12	32	92	1

11/20/2002 3:38:37 PM 8e6 Technologies Enterprise Reporter *Page 1 of 1*

Filter: None
Generated by manager

Fig. 2:4-23 Standard report format

Downloaded from www.Manualslib.com manuals search engine

the date and time the report was generated, the page number and range of pages in the report, selected Filter settings, and username of the user login ID (Generated by).

Pie Chart report

Pie charts feature color-coded, circular diagrams broken into sections, depicting the quantity of items in each category or group. The top of the report displays the name of the report, the Sort Order, and the date range. The body of the report includes the pie chart and color key. Beneath this chart is a text report showing the type of sort selected, and columns of figures and percentages. The footer displays the date and time the report was generated, the page number and range of pages in the report, selected Filter settings, and username of the user login ID (Generated by).

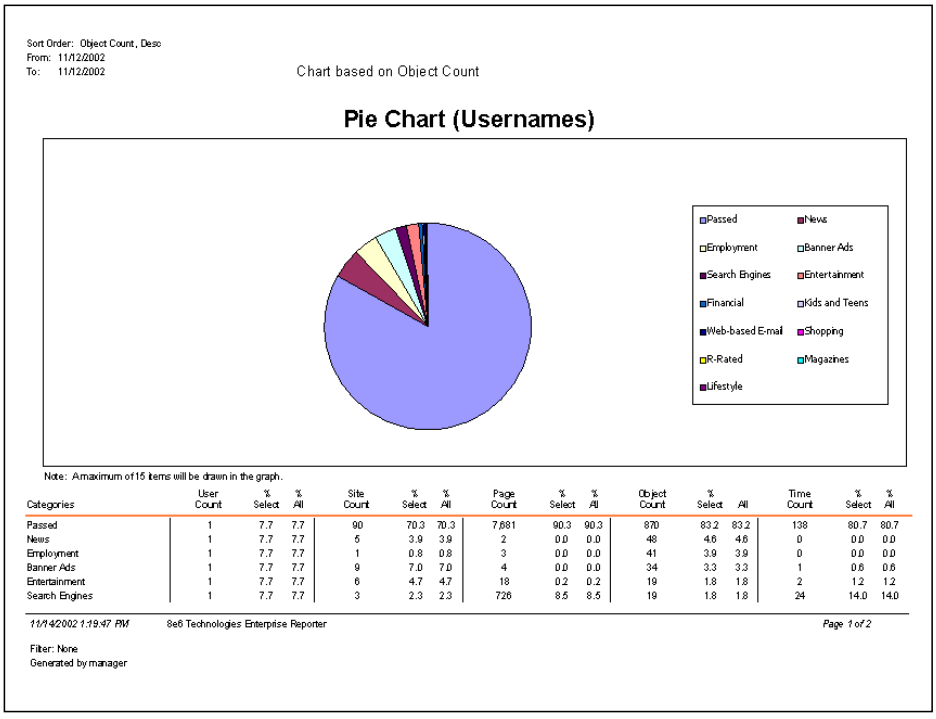

Sort Order: Object Count, Desc
From: 11/12/2002
To: 11/12/2002

Chart based on Object Count

Pie Chart (Usernames)

Passed
News
Employment
Banner Ads
Search Engines
Entertainment
Financial
Kids and Teens
Web-based E-mail
Shopping
R-Rated
Magazines
Lifestyle

Note: A maximum of 15 items will be drawn in the graph.

Categories	User Count	% Select	% All	Site Count	% Select	% All	Page Count	% Select	% All	Object Count	% Select	All	Time Count	% Select	% All
Passed	1	7.7	7.7	90	70.3	70.3	7,681	90.3	90.3	870	83.2	83.2	138	80.7	80.7
News	1	7.7	7.7	5	3.9	3.9	2	0.0	0.0	48	4.6	4.6	0	0.0	0.0
Employment	1	7.7	7.7	1	0.8	0.8	3	0.0	0.0	41	3.9	3.9	0	0.0	0.0
Banner Ads	1	7.7	7.7	9	7.0	7.0	4	0.0	0.0	34	3.3	3.3	1	0.6	0.6
Entertainment	1	7.7	7.7	6	4.7	4.7	18	0.2	0.2	19	1.8	1.8	2	1.2	1.2
Search Engines	1	7.7	7.7	3	2.3	2.3	726	8.5	8.5	19	1.8	1.8	24	14.0	14.0

11/14/2002 1:19:47 PM 8e6 Technologies Enterprise Reporter *Page 1 of 2*

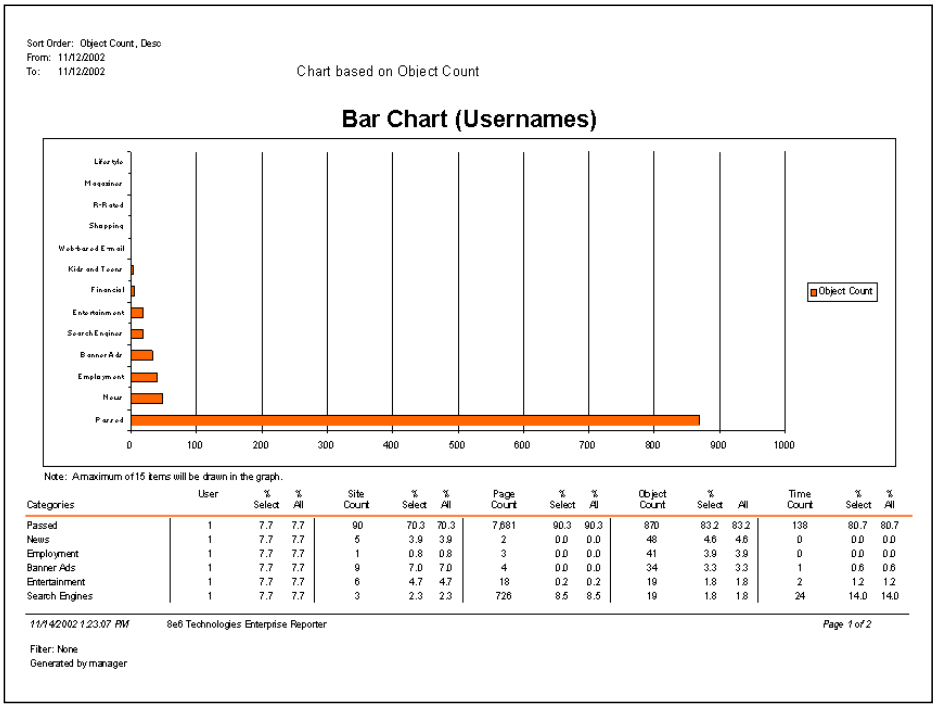
Filter: None
Generated by manager

Fig. 2:4-24 Pie Chart report format

Downloaded from www.Manualslib.com manuals search engine

Bar Chart report

Bar charts feature color-coded blocks that represent the quantity of items in each category or group. The top of the report displays the name of the report, the Sort Order, and the date range. The body of the report includes the bar chart and color key. Beneath this chart is a text report showing the type of sort selected, and columns of figures and percentages. The footer displays the date and time the report was generated, the page number and range of pages in the report, selected Filter settings, and username of the user login ID (Generated by).



Sort Order: Object Count, Desc
From: 11/12/2002
To: 11/12/2002

Chart based on Object Count

Bar Chart (Usernames)

Note: A maximum of 15 items will be drawn in the graph.

Categories	User	% Select	% All	Site Count	% Select	% All	Page Count	% Select	% All	Object Count	% Select	All	Time Count	% Select	% All
Passed	1	7.7	7.7	90	70.3	70.3	7,681	90.3	90.3	870	83.2	83.2	138	80.7	80.7
News	1	7.7	7.7	5	3.9	3.9	2	0.0	0.0	48	4.6	4.6	0	0.0	0.0
Employment	1	7.7	7.7	1	0.8	0.8	3	0.0	0.0	41	3.9	3.9	0	0.0	0.0
Banner Ads	1	7.7	7.7	9	7.0	7.0	4	0.0	0.0	34	3.3	3.3	1	0.6	0.6
Entertainment	1	7.7	7.7	6	4.7	4.7	18	0.2	0.2	19	1.8	1.8	2	1.2	1.2
Search Engines	1	7.7	7.7	3	2.3	2.3	726	8.5	8.5	19	1.8	1.8	24	14.0	14.0

11/14/2002 1:23:07 PM 8e6 Technologies Enterprise Reporter *Page 1 of 2*

Filter: None
Generated by manager

Fig. 2:4-25 Bar Chart report format

Downloaded from www.Manualslib.com manuals search engine

Chapter 5: Reports

Due to the variations of reports that can be generated by the ER 3.0, only the basic reports from each report group will be described.

Categories Reports

Reports in this group are used for analyzing activity in categories set up to be monitored.

Categories

The Categories report shows an itemized list of all categories with totals in the Count columns. The sum of all Totals displays at the end of the report.

Sort Order: Page Count, Desc **Categories**

From: 11/15/2002
To: 11/15/2002

Categories	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
Passed		77	1	592	39,531	73,047	657
Search Engines		19	1	8	2,719	60	103
Banner Ads		28	1	24	710	713	38
Kids and Teens		13	1	12	335	308	25
Shopping		9	1	21	105	101	7
Pornography		4	1	69	94	694	10
Entertainment		12	1	24	83	894	9
Web-based E-mail		9	1	9	80	103	6
Travel		3	1	4	74	141	4
Sports		7	1	8	34	118	4
News		8	1	14	30	371	3
Games		3	1	6	28	55	3
Financial		7	1	11	25	244	3
Magazines		5	1	6	14	150	1
Gambling		3	1	4	11	71	0
R-Rated		3	1	3	6	20	1
Lifestyle		1	1	1	5	0	1
Employment		4	1	4	3	5	0
Opinion, Politics an		1	1	2	2	46	0
Alternative Journal		1	1	1	2	76	0
Free Hosts		2	1	3	1	42	0
Tickets		1	1	1	1	0	0
Automobile		3	1	3	0	3	0
Personals/Dating		1	1	1	0	4	0
Totals:		224	24	831	43,893	77,266	875

24 Total Categorie

Fig. 2:5-1 Categories report

Downloaded from www.Manualslib.com manuals search engine

Category/IPs

The Category/IPs report is broken out by category, with each category showing an itemized list of IP adresses. Count column Totals are included for each IP address in the list. Totals display for each Category, and the Grand Total for all categories displays at the end of the report.

Sort Order: Page Count, Desc **Category/IPs**

From: 11/15/2002
To: 11/15/2002

Category Passed

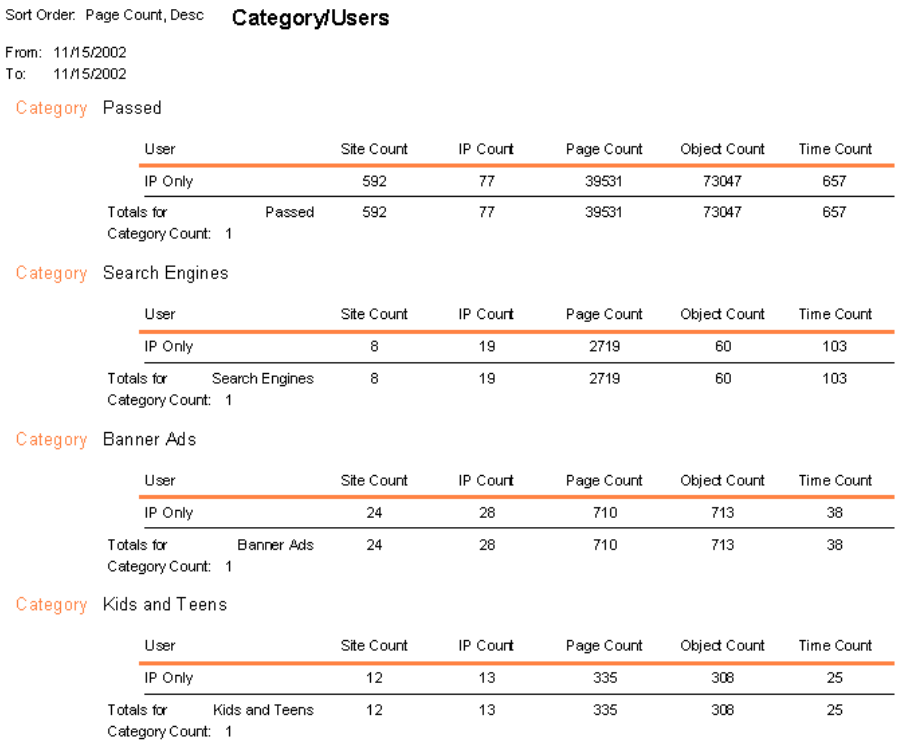
IP	Site Count	User Count	Page Count	Object Count	Time Count
209.11.160.103	2	1	1	6	0
209.11.160.104	14	1	47	97	2
209.11.160.105	44	1	346	1538	34
209.11.160.106	27	1	71	395	3
209.11.160.107	34	1	81	547	5
209.11.160.108	1	1	822	0	3
209.11.160.11	2	1	2978	61279	41
209.11.160.111	55	1	436	987	28
209.11.160.113	4	1	1101	0	7
209.11.160.114	5	1	1121	0	8
209.11.160.116	4	1	1262	0	9
209.11.160.117	3	1	36	301	4
209.11.160.121	38	1	77	360	6
209.11.160.122	12	1	46	105	5
209.11.160.132	9	1	43	101	2
209.11.160.163	9	1	94	126	2
209.11.160.167	10	1	33	220	2
209.11.160.168	4	1	15	33	1
209.11.160.171	7	1	1	26	0
209.11.160.172	15	1	24	401	2
209.11.160.173	1	1	0	2	0
209.11.160.174	11	1	5	48	1
209.11.160.175	12	1	4	156	1
209.11.160.176	50	1	219	616	23

Fig. 2:5-2 Category/IPs report

Downloaded from www.Manualslib.com manuals search engine

Category/Users

The Category/Users report is broken out by category, with each category showing Count column Totals for all users. Category Count Totals display for each category, and the Grand Total for all categories displays at the end of the report.



Sort Order: Page Count, Desc **Category/Users**

From: 11/15/2002
To: 11/15/2002

Category Passed

User	Site Count	IP Count	Page Count	Object Count	Time Count
IP Only	592	77	39531	73047	657
Totals for Passed	592	77	39531	73047	657

Category Count: 1

Category Search Engines

User	Site Count	IP Count	Page Count	Object Count	Time Count
IP Only	8	19	2719	60	103
Totals for Search Engines	8	19	2719	60	103

Category Count: 1

Category Banner Ads

User	Site Count	IP Count	Page Count	Object Count	Time Count
IP Only	24	28	710	713	38
Totals for Banner Ads	24	28	710	713	38

Category Count: 1

Category Kids and Teens

User	Site Count	IP Count	Page Count	Object Count	Time Count
IP Only	12	13	335	308	25
Totals for Kids and Teens	12	13	335	308	25

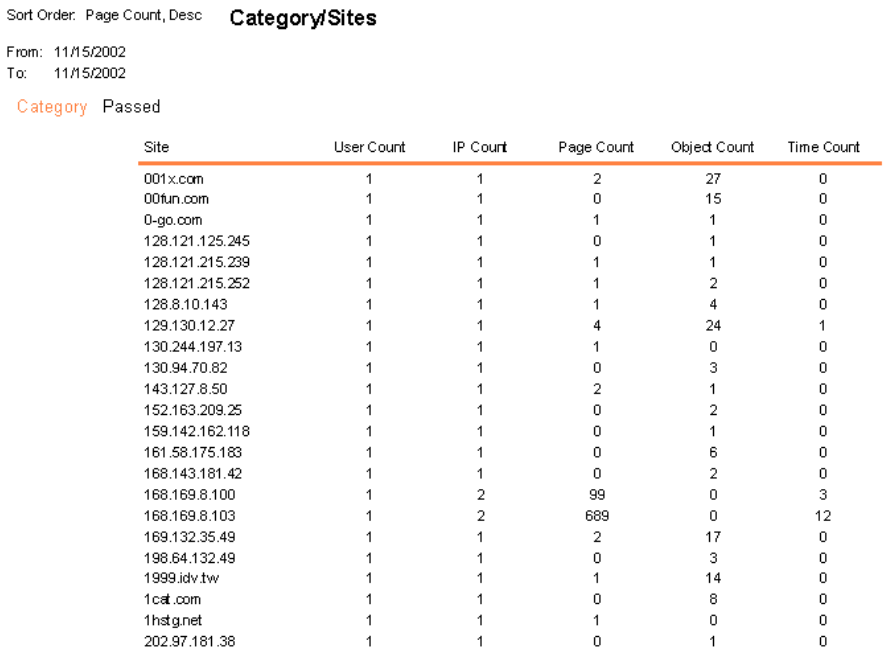
Category Count: 1

Fig. 2:5-3 Category/Users report

Downloaded from www.Manualslib.com manuals search engine

Category/Sites

The Category/Sites report is broken out by category, with each category showing an itemized list of visited sites. Count column Totals are included for each site in the list. Totals display for each Category, and the Grand Total for all categories displays at the end of the report.



Sort Order: Page Count, Desc **Category/Sites**

From: 11/15/2002
To: 11/15/2002

Category Passed

Site	User Count	IP Count	Page Count	Object Count	Time Count
001x.com	1	1	2	27	0
00fun.com	1	1	0	15	0
0-go.com	1	1	1	1	0
128.121.125.245	1	1	0	1	0
128.121.215.239	1	1	1	1	0
128.121.215.252	1	1	1	2	0
128.8.10.143	1	1	1	4	0
129.130.12.27	1	1	4	24	1
130.244.197.13	1	1	1	0	0
130.94.70.82	1	1	0	3	0
143.127.8.50	1	1	2	1	0
152.163.209.25	1	1	0	2	0
159.142.162.118	1	1	0	1	0
161.58.175.183	1	1	0	6	0
168.143.181.42	1	1	0	2	0
168.169.8.100	1	2	99	0	3
168.169.8.103	1	2	689	0	12
169.132.35.49	1	1	2	17	0
198.64.132.49	1	1	0	3	0
1999.idv.tw	1	1	1	14	0
1cat.com	1	1	0	8	0
1hstg.net	1	1	1	0	0
202.97.181.38	1	1	0	1	0

Fig. 2:5-4 Category/Sites report

Downloaded from www.Manualslib.com manuals search engine

IPs Reports

Reports in this group are used for analyzing user activity by the IP address of the user.

IPs

The IPs report shows an itemized list of all IP addresses with totals in the Count columns. The sum of all Totals displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

IPs
Top 15 by Page Count

IPs	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
209.11.160.11	1		1	2	2,978	61,279	41
209.11.161.198	5		1	2	2,830	0	110
209.11.161.77	11		1	45	1,791	890	96
209.11.161.95	1		1	1	1,777	0	5
209.11.160.18	1		1	1	1,736	0	14
209.11.160.21	1		1	1	1,722	0	15
209.11.160.23	1		1	1	1,709	0	14
209.11.160.20	1		1	1	1,678	0	14
209.11.160.22	1		1	1	1,663	0	14
209.11.160.24	1		1	1	1,658	0	14
209.11.160.19	1		1	1	1,644	0	14
209.11.160.6	1		1	3	1,635	0	11
209.11.161.122	1		1	4	1,281	0	15
209.11.160.28	1		1	4	1,270	0	9
209.11.160.116	1		1	4	1,262	0	9
Totals:	29		15	72	26,634	62,169	395

15 Total IPs

Fig. 2:5-5 IPs report

Downloaded from www.Manualslib.com manuals search engine

IP/Categories

The IP/Categories report is broken out by IP address, with each IP address showing an itemized list of categories visited by that user's machine. Count column Totals are included for each category in the list. Totals display for each IP address, and the Grand Total for all IP addresses displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

IP/Categories
Top 15 by Page Count

IP 209.11.160.11

Category	Site Count	User Count	Page Count	Object Count	Time Count
Passed	2	1	2978	61279	41
Totals for 209.11.160.11	2	1	2978	61279	41
IP Count: 1					

IP 209.11.161.198

Category	Site Count	User Count	Page Count	Object Count	Time Count
Kids and Teens	1	1	209	0	18
Lifestyle	1	1	5	0	1
Passed	1	1	10	0	1
R-Rated	1	1	5	0	1
Search Engines	1	1	2601	0	90
Totals for 209.11.161.198	5	5	2830	0	111
IP Count: 5					

IP 209.11.161.77

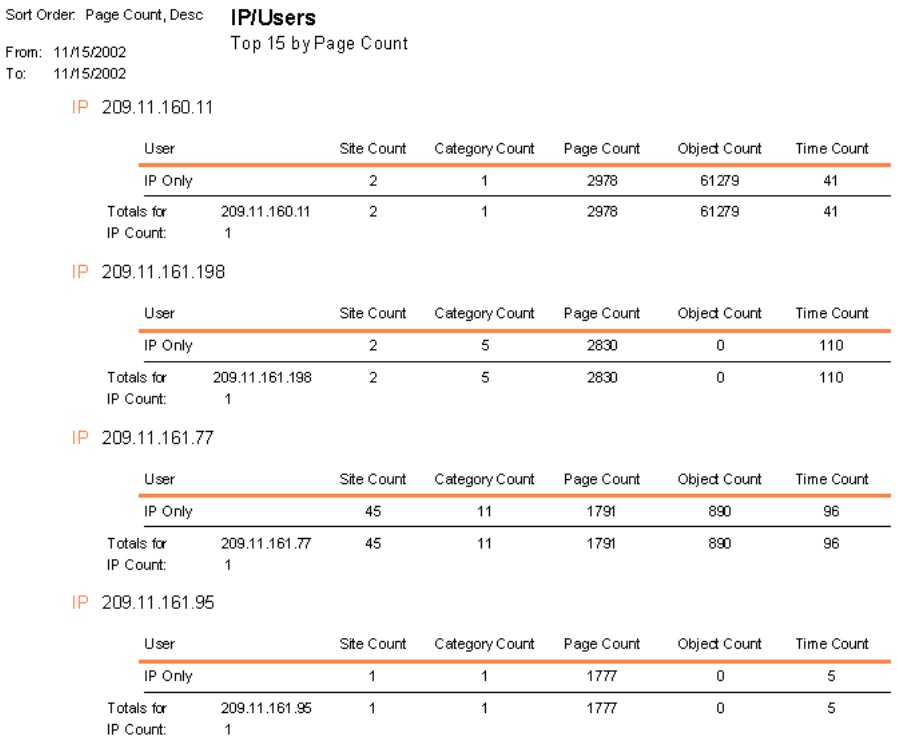
Category	Site Count	User Count	Page Count	Object Count	Time Count
Alternative Journals	1	1	2	76	0
Banner Ads	7	1	114	86	7
Employment	1	1	0	2	0
Entertainment	2	1	1	20	0
Kids and Teens	2	1	2	149	0
Magazines	2	1	2	38	0
News	5	1	8	183	1
Passed	28	1	1659	305	86
Search Engines	1	1	2	0	0
Shopping	1	1	0	7	0
Sports	1	1	1	24	0
Totals for 209.11.161.77	51	11	1791	890	94
IP Count: 11					

Fig. 2:5-6 IP/Categories report

Downloaded from www.Manualslib.com manuals search engine

IP/Users

The IP/Users report is broken out by IP address, with each IP address showing Count column Totals. IP Count Totals display for each IP address, and the Grand Total for all IP addresses displays at the end of the report.



Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

IP/Users
Top 15 by Page Count

IP 209.11.160.11

User	Site Count	Category Count	Page Count	Object Count	Time Count
IP Only	2	1	2978	61279	41
Totals for 209.11.160.11	2	1	2978	61279	41
IP Count: 1					

IP 209.11.161.198

User	Site Count	Category Count	Page Count	Object Count	Time Count
IP Only	2	5	2830	0	110
Totals for 209.11.161.198	2	5	2830	0	110
IP Count: 1					

IP 209.11.161.77

User	Site Count	Category Count	Page Count	Object Count	Time Count
IP Only	45	11	1791	890	96
Totals for 209.11.161.77	45	11	1791	890	96
IP Count: 1					

IP 209.11.161.95

User	Site Count	Category Count	Page Count	Object Count	Time Count
IP Only	1	1	1777	0	5
Totals for 209.11.161.95	1	1	1777	0	5
IP Count: 1					

Fig. 2:5-7 IP/Users report

Downloaded from www.Manualslib.com manuals search engine

IP/Sites

The IP/Sites report is broken out by IP address, with each IP address showing an itemized list of visited sites. Count column Totals are included for each site in the list. IP Count Totals display for each IP address, and the Grand Total for all IP addresses displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

IP/Sites
Top 15 by Page Count

IP 209.11.160.11

Site	User Count	Category Count	Page Count	Object Count	Time Count
209.11.160.39	1	1	2978	61276	41
8e6technologies.com	1	1	0	3	0
Totals for 209.11.160.11 IP Count: 2	2	2	2978	61279	41

IP 209.11.161.198

Site	User Count	Category Count	Page Count	Object Count	Time Count
google.com	1	4	2820	0	109
redhat.com	1	1	10	0	1
Totals for 209.11.161.198 IP Count: 2	2	5	2830	0	110

IP 209.11.161.77

Site	User Count	Category Count	Page Count	Object Count	Time Count
203.99.65.227	1	1	0	6	0
205.188.238.181	1	1	1	24	0
207.188.7.175	1	1	0	16	0
209.11.160.39	1	1	0	6	0
217.206.205.125	1	1	0	1	0
63.209.29.152	1	1	0	4	0
64.42.219.1	1	1	0	3	0
80.67.66.47	1	1	0	14	0
about.com	1	1	2	10	0
akamai.net	1	1	0	20	0
amazon.com	1	1	0	7	0
aol.com	1	2	0	24	0

Fig. 2:5-8 IP/Sites report

Downloaded from www.Manualslib.com manuals search engine

Users Reports

Reports in this group are used for analyzing user activity by user.

Users

The Users report shows totals for all users in the Count columns. The sum of all Totals displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

Users
Top 15 by Page Count

Users	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
IP Only	28	106		2,714	55,993	106,668	1,607
Totals:	28	106		2,714	55,993	106,668	1,607

1 Total Users

Fig. 2:5-9 Users report

Downloaded from www.Manualslib.com manuals search engine

User/Categories

The User/Categories report shows an itemized list of categories visited by all users. Count column Totals are included for each category in the list. User Count Totals and the Grand Total display at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

User/Categories
Top 15 by Page Count

User IP Only

Category	Site Count	IP Count	Page Count	Object Count	Time Count
Alternative Journals	1	1	2	76	0
Automobile	3	3	0	3	0
Banner Ads	24	28	710	713	38
Employment	4	4	3	5	0
Entertainment	24	12	83	894	9
Financial	11	7	25	244	3
Free Hosts	3	2	1	42	0
Gambling	4	3	11	71	0
Games	6	3	28	55	3
Kids and Teens	12	13	335	308	25
Lifestyle	1	1	5	0	1
Magazines	6	5	14	150	1
News	14	8	30	371	3
Opinion, Politics and Reli	2	1	2	46	0
Passed	592	77	39531	73047	657
Personals/Dating	1	1	0	4	0
Pornography	69	4	94	694	10
R-Rated	3	3	6	20	1
Search Engines	8	19	2719	60	103
Shopping	21	9	105	101	7
Sports	8	7	34	118	4
Tickets	1	1	1	0	0
Travel	4	3	74	141	4
Web-based E-mail	9	9	80	103	6
Totals for IP Only User Count: 24	831	224	43893	77266	875
Grand Total	831	224	43893	77266	875

Fig. 2:5-10 User/Categories report

Downloaded from www.Manualslib.com manuals search engine

User/IPs

The Users/IPs report is broken out by user, with each user showing Count column Totals. User Count Totals and the Grand Total display at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

User/IPs
Top 15 by Page Count

User IP Only

IP	Site Count	Category Count	Page Count	Object Count	Time Count
209.11.160.103	3	2	1	7	0
209.11.160.104	18	7	99	145	7
209.11.160.105	53	7	528	1883	47
209.11.160.106	34	6	120	483	6
209.11.160.107	43	8	117	668	7
209.11.160.108	1	1	822	0	3
209.11.160.11	2	1	2978	61279	41
209.11.160.111	68	8	707	1318	45
209.11.160.113	4	1	1101	0	7
209.11.160.114	5	1	1121	0	8
209.11.160.116	4	1	1262	0	9
209.11.160.117	3	1	36	301	4
209.11.160.121	50	11	137	522	11
209.11.160.122	12	1	46	105	5
209.11.160.132	12	3	53	114	3
209.11.160.163	9	1	94	126	2
209.11.160.167	14	4	38	224	3
209.11.160.168	4	1	15	33	1
209.11.160.171	8	2	2	26	0
209.11.160.172	16	5	49	712	5
209.11.160.173	1	1	0	2	0
209.11.160.174	12	3	8	51	1
209.11.160.175	16	3	33	176	3
209.11.160.176	62	12	395	1091	35
209.11.160.178	6	1	11	131	1
209.11.160.179	5	2	8	129	1

Fig. 2:5-11 User/IPs report

Downloaded from www.Manualslib.com manuals search engine

User/Sites

The User/Sites report is broken out by user, with each user showing an itemized list of visited sites. Count column Totals are included for each site in the list. User Count Totals display for each user, and the Grand Total for all users displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

User/Sites
Top 15 by Page Count

User IP Only

Site	IP Count	Category Count	Page Count	Object Count	Time Count
001x.com	1	1	2	27	0
00fun.com	1	1	0	15	0
0-go.com	1	1	1	1	0
12.120.5.11	1	1	0	19	0
12.120.69.11	1	1	0	64	0
12.129.146.101	1	1	1	14	0
12.22.178.104	1	1	0	1	0
128.121.125.245	1	1	0	1	0
128.121.215.239	1	1	1	1	0
128.121.215.252	1	1	1	2	0
128.8.10.143	1	1	1	4	0
129.130.12.27	1	1	4	24	1
130.244.197.13	1	1	1	0	0
130.94.22.41	1	1	0	10	0
130.94.70.82	1	1	0	3	0
140.99.15.143	1	1	5	3	0
143.127.8.50	1	1	2	1	0
152.163.209.25	1	1	0	2	0
159.142.162.118	1	1	0	1	0
161.58.175.183	1	1	0	6	0
164.109.153.66	1	1	0	1	0
168.143.181.42	1	1	0	2	0
168.169.8.100	2	1	99	0	3
168.169.8.103	2	1	689	0	12
169.132.35.49	1	1	2	17	0
171.159.65.173	1	1	1	0	0
192.225.53.41	1	1	0	8	0

Fig. 2:5-12 User/Sites report

Downloaded from www.Manualslib.com manuals search engine

Sites Reports

Reports in this group are used for analyzing user activity by sites visited.

Sites

The Sites report shows an itemized list of all sites visited with totals in the Count columns. The sum of all Totals displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

Sites
Top 15 by Page Count

Sites	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
209.11.161.208	1	10	1		15,213	0	109
209.11.160.22	1	13	1		3,850	0	26
209.11.160.21	1	12	1		3,443	0	30
209.11.160.39	1	2	1		2,978	61,282	41
209.11.160.23	1	12	1		2,944	0	26
google.com	8	13	1		2,891	52	116
209.11.160.24	1	10	1		2,688	0	22
icq.com	1	13	1		1,721	266	88
209.11.160.19	1	1	1		822	0	3
168.169.8.103	1	2	1		689	0	12
209.11.161.98	1	1	1		526	0	6
209.11.161.76	1	1	1		516	0	4
atwola.com	1	12	1		335	17	9
209.11.161.224	1	1	1		253	0	2
yahoo.com	9	15	1		222	22	20
Totals:	30	118	15		39,091	61,639	514

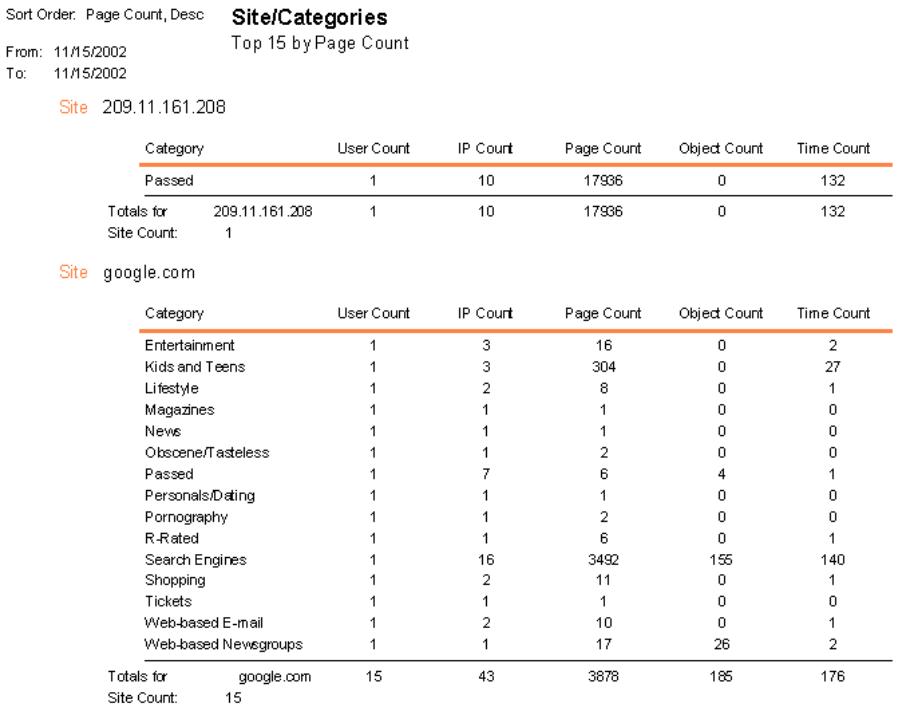
15 Total Sites

Fig. 2:5-13 Sites report

Downloaded from www.Manualslib.com manuals search engine

Site/Categories

The Site/Categories report is broken out by site address, with each site address showing an itemized list of categories in which that site visit can be classified. Count column Totals are included for each site in the list. Site Count Totals display for each site, and the Grand Total for all sites displays at the end of the report.



Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

Site/Categories
Top 15 by Page Count

Site 209.11.161.208

Category	User Count	IP Count	Page Count	Object Count	Time Count
Passed	1	10	17936	0	132
Totals for 209.11.161.208	1	10	17936	0	132

Site Count: 1

Site google.com

Category	User Count	IP Count	Page Count	Object Count	Time Count
Entertainment	1	3	16	0	2
Kids and Teens	1	3	304	0	27
Lifestyle	1	2	8	0	1
Magazines	1	1	1	0	0
News	1	1	1	0	0
Obscene/Tasteless	1	1	2	0	0
Passed	1	7	6	4	1
Personals/Dating	1	1	1	0	0
Pornography	1	1	2	0	0
R-Rated	1	1	6	0	1
Search Engines	1	16	3492	155	140
Shopping	1	2	11	0	1
Tickets	1	1	1	0	0
Web-based E-mail	1	2	10	0	1
Web-based Newsgroups	1	1	17	26	2
Totals for google.com	15	43	3878	185	176

Site Count: 15

Fig. 2:5-14 Site/Categories report

Downloaded from www.Manualslib.com manuals search engine

Site/IPs

The Site/IPs report is broken out by site address, with each site address showing an itemized list of IP addresses of visitors. Count column Totals are included for each IP address in the list. Site Count Totals display for each site address, and the Grand Total for all site addresses displays at the end of the report.

Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

Site/IPs
Top 15 by Page Count

Site 209.11.161.208

IP	User Count	Category Count	Page Count	Object Count	Time Count
209.11.160.18	1	1	1736	0	14
209.11.160.19	1	1	1644	0	14
209.11.160.20	1	1	1678	0	14
209.11.160.21	1	1	1722	0	15
209.11.160.22	1	1	1663	0	14
209.11.160.23	1	1	1709	0	14
209.11.160.24	1	1	1658	0	14
209.11.161.93	1	1	1203	0	3
209.11.161.94	1	1	423	0	2
209.11.161.95	1	1	1777	0	5
Totals for 209.11.161.208	10	10	15213	0	109
Site Count: 10					

Site 209.11.160.22

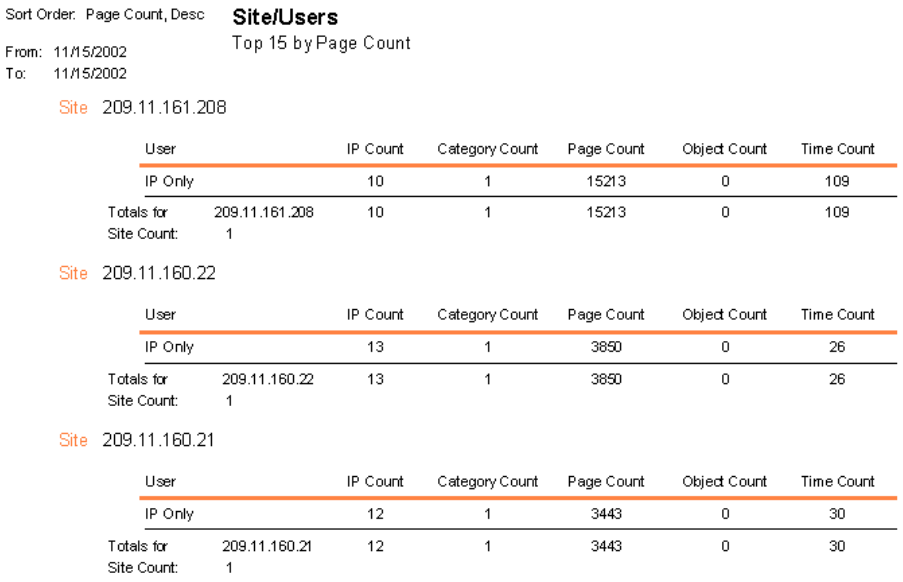
IP	User Count	Category Count	Page Count	Object Count	Time Count
209.11.160.113	1	1	280	0	2
209.11.160.114	1	1	297	0	2
209.11.160.116	1	1	317	0	2
209.11.160.28	1	1	594	0	2
209.11.160.29	1	1	353	0	3
209.11.160.6	1	1	593	0	2
209.11.161.120	1	1	225	0	3
209.11.161.122	1	1	322	0	4
209.11.161.143	1	1	14	0	0
209.11.161.163	1	1	199	0	2
209.11.161.188	1	1	278	0	2
209.11.161.226	1	1	345	0	2
209.11.161.97	1	1	33	0	1
Totals for 209.11.160.22	13	13	3850	0	27
Site Count: 13					

Fig. 2:5-15 Site/IPs report

Downloaded from www.Manualslib.com manuals search engine

Site/Users

The Site/Users report is broken out by site address, with each site address showing Count column Totals for all users who visited that site. Site Count Totals display for each site, and the Grand Total for all sites displays at the end of the report.



Sort Order: Page Count, Desc

From: 11/15/2002
To: 11/15/2002

Site/Users
Top 15 by Page Count

Site 209.11.161.208

User	IP Count	Category Count	Page Count	Object Count	Time Count
IP Only	10	1	15213	0	109
Totals for 209.11.161.208	10	1	15213	0	109
Site Count: 1					

Site 209.11.160.22

User	IP Count	Category Count	Page Count	Object Count	Time Count
IP Only	13	1	3850	0	26
Totals for 209.11.160.22	13	1	3850	0	26
Site Count: 1					

Site 209.11.160.21

User	IP Count	Category Count	Page Count	Object Count	Time Count
IP Only	12	1	3443	0	30
Totals for 209.11.160.21	12	1	3443	0	30
Site Count: 1					

Fig. 2:5-16 Site/Users report

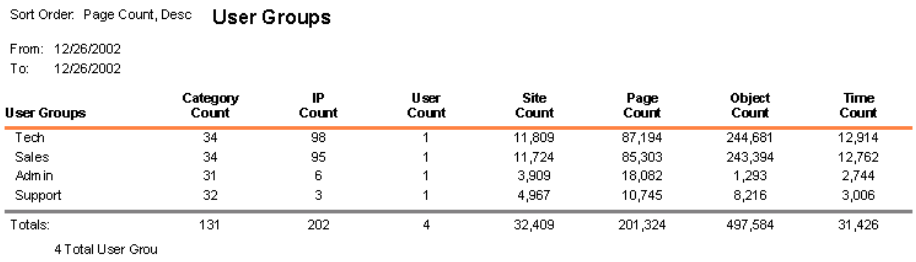
Downloaded from www.Manualslib.com manuals search engine

Category Groups Report

Category Group reports are only available if category groups are set up via the Category Groupings Settings option from the main menu. These reports give you the flexibility to view user-defined criteria in the format of your choice, and to compare activity by user-defined groups. Reports can be generated in standard, pie chart, or bar chart formats.

User Groups Report

User Groups reports are only available if user groups are set up via the User Groupings Settings option from the main menu. These reports are used for analyzing the activity of users set up in a user-defined group, and for comparing activity by user groups. Reports can be generated in standard, pie chart, or bar chart formats.



Sort Order: Page Count, Desc **User Groups**

From: 12/26/2002
To: 12/26/2002

User Groups	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time Count
Tech	34	98	1	11,809	87,194	244,681	12,914
Sales	34	95	1	11,724	85,303	243,394	12,762
Admin	31	6	1	3,909	18,082	1,293	2,744
Support	32	3	1	4,967	10,745	8,216	3,006
Totals:	131	202	4	32,409	201,324	497,584	31,426

4 Total User Grou

Fig. 2:5-17 User Groups report

Downloaded from www.Manualslib.com manuals search engine

Page/Object Reports

Page/Object reports are only available from page/object count report screens, or from find pages/objects report screens.

Page/object count screens are accessible from any main report screen by either clicking the Search button and performing a search for specified criteria, or by clicking the down arrow to the right of the Page Count or Object Count columns for a specified record.

Find page/object screens are available by clicking the Specific Search button in the main menu.

***TIP**: If searching for pages, if the date range that was specified is outside the scope of live data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, the report will take a longer amount of time to generate.*

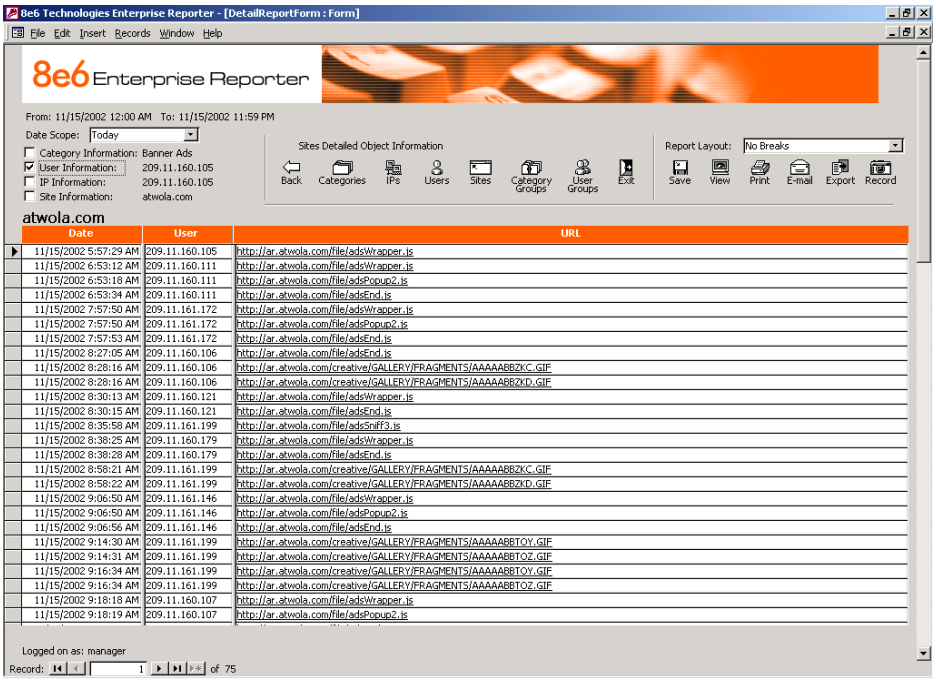

8e6 Technologies Enterprise Reporter - [DetailReportForm : Form]
File Edit Insert Records Window Help
8e6 Enterprise Reporter
From: 11/15/2002 12:00 AM To: 11/15/2002 11:59 PM
Date Scope: Today
Category Information: Banner Ads
User Information: 209.11.160.105
IP Information: 209.11.160.105
Site Information: atwola.com
Sites Detailed Object Information
Back Categories IPs Users Sites Category Groups User Groups Exit
Report Layout: No Breaks
Save View Print E-mail Export Record
atwola.com
Date User URL
11/15/2002 5:57:29 AM 209.11.160.105 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 6:53:12 AM 209.11.160.111 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 6:53:18 AM 209.11.160.111 http://ar.atwola.com/file/adsPopup2.js
11/15/2002 6:53:34 AM 209.11.160.111 http://ar.atwola.com/file/adsEnd.js
11/15/2002 7:57:50 AM 209.11.161.172 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 7:57:50 AM 209.11.161.172 http://ar.atwola.com/file/adsPopup2.js
11/15/2002 7:57:53 AM 209.11.161.172 http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:27:05 AM 209.11.160.106 http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:28:16 AM 209.11.160.106 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKC.GIF
11/15/2002 8:28:16 AM 209.11.160.106 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKD.GIF
11/15/2002 8:30:13 AM 209.11.160.121 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 8:30:15 AM 209.11.160.121 http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:35:58 AM 209.11.161.199 http://ar.atwola.com/file/adsSniff3.js
11/15/2002 8:38:25 AM 209.11.160.179 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 8:38:28 AM 209.11.160.179 http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:58:21 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKC.GIF
11/15/2002 8:58:22 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKD.GIF
11/15/2002 9:06:50 AM 209.11.161.146 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 9:06:50 AM 209.11.161.146 http://ar.atwola.com/file/adsPopup2.js
11/15/2002 9:06:56 AM 209.11.161.146 http://ar.atwola.com/file/adsEnd.js
11/15/2002 9:14:30 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBTOY.GIF
11/15/2002 9:14:31 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBTOZ.GIF
11/15/2002 9:16:34 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBTOY.GIF
11/15/2002 9:16:34 AM 209.11.161.199 http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBTOZ.GIF
11/15/2002 9:18:18 AM 209.11.160.107 http://ar.atwola.com/file/adsWrapper.js
11/15/2002 9:18:19 AM 209.11.160.107 http://ar.atwola.com/file/adsPopup2.js
Logged on as: manager
Record: 1 of 75

Fig. 2:5-18 Objects report screen

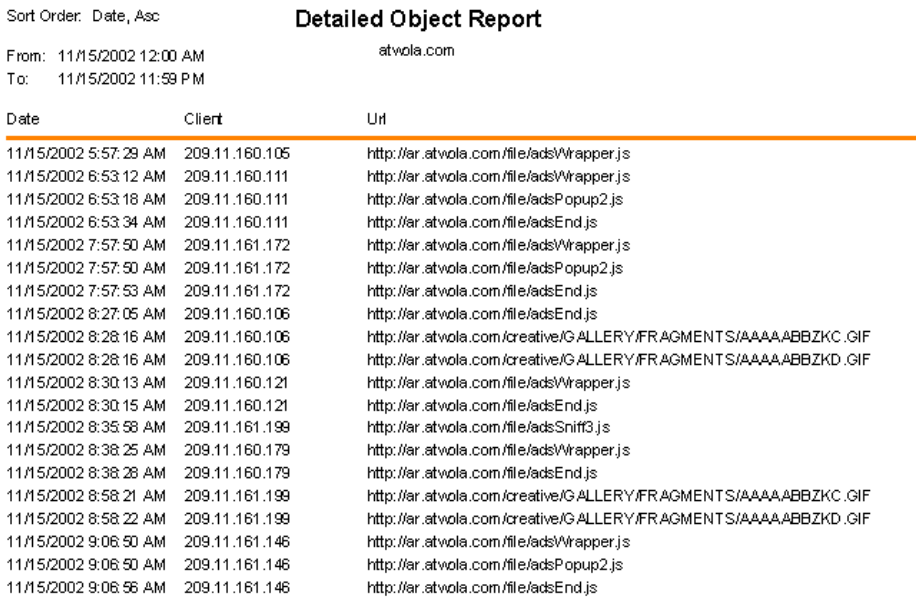
Downloaded from www.Manualslib.com manuals search engine

If searching for objects, if the date range that was specified includes both live and archive data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, only the objects that exist on the Server will display. If objects no longer exist on the Server, a message displays to inform you that these objects no longer exist.

In the top left portion of these screens, checkboxes for Category Information, User Information, IP Information, and Site Information can be selected. By selecting any of these items, the corresponding column displays on the report screen.

After selecting the **Report Layout**, and clicking **View** or **Print**, the report is generated with the Date and URL, along with any specified reporting elements.

As with all other reports, in addition to the View and Print options, the following other options are available for Page/ Object reports: Save, E-mail, Export, and Record.



Sort Order: Date, Asc

From: 11/15/2002 12:00 AM
To: 11/15/2002 11:59 PM

Detailed Object Report

atwola.com

Date	Client	Url
11/15/2002 5:57:29 AM	209.11.160.105	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 6:53:12 AM	209.11.160.111	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 6:53:18 AM	209.11.160.111	http://ar.atwola.com/file/adsPopup2.js
11/15/2002 6:53:34 AM	209.11.160.111	http://ar.atwola.com/file/adsEnd.js
11/15/2002 7:57:50 AM	209.11.161.172	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 7:57:50 AM	209.11.161.172	http://ar.atwola.com/file/adsPopup2.js
11/15/2002 7:57:53 AM	209.11.161.172	http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:27:05 AM	209.11.160.106	http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:28:16 AM	209.11.160.106	http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKC.GIF
11/15/2002 8:28:16 AM	209.11.160.106	http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKD.GIF
11/15/2002 8:30:13 AM	209.11.160.121	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 8:30:15 AM	209.11.160.121	http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:35:58 AM	209.11.161.199	http://ar.atwola.com/file/adsSniff3.js
11/15/2002 8:38:25 AM	209.11.160.179	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 8:38:28 AM	209.11.160.179	http://ar.atwola.com/file/adsEnd.js
11/15/2002 8:58:21 AM	209.11.161.199	http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKC.GIF
11/15/2002 8:58:22 AM	209.11.161.199	http://ar.atwola.com/creative/GALLERY/FRAGMENTS/AAAAABBZKD.GIF
11/15/2002 9:06:50 AM	209.11.161.146	http://ar.atwola.com/file/adsWrapper.js
11/15/2002 9:06:50 AM	209.11.161.146	http://ar.atwola.com/file/adsPopup2.js
11/15/2002 9:06:56 AM	209.11.161.146	http://ar.atwola.com/file/adsEnd.js

Fig. 2:5-19 Objects report

Downloaded from www.Manualslib.com manuals search engine

TECHNICAL SUPPORT / PRODUCT WARRANTIES SECTION

Technical Support

For technical support, visit 8e6 Technologies's Technical Support Web page at **http://www.8e6technologies.com/techsupport/index.html**, or contact us by phone, by e-mail, or in writing.

Hours

Regular office hours are from Monday through Friday, 8 a.m. to 5 p.m. PST.

After hours support is available for emergency issues only. Requests for assistance are routed to a senior-level technician through our forwarding service.

Contact Information

Domestic (United States)

1. Call **1-888-786-7999**
2. Select *option 2*

International

1. Call **+1-714-282-6111**
2. Select *option 2*

Downloaded from www.Manualslib.com manuals search engine

E-Mail

For non-emergency assistance, e-mail us at
support@8e6technologies.com

Address

8e6 Technologies
828 W. Taft Avenue
Orange, CA 92865

Support Procedures

When you contact our technical support department:

- You will be greeted by a technical professional who will request the details of the problem and attempt to resolve the issue directly.
- If your issue needs to be escalated, you will be given a ticket number for reference, and a senior-level technician will contact you to resolve the issue.
- If your issue requires immediate attention, such as your network traffic being affected or all blocked sites being passed, you will be contacted by a senior-level technician within one hour.
- Your trouble ticket will not be closed until your permission is confirmed.

Downloaded from www.Manualslib.com manuals search engine

Product Warranties

Standard Warranty

8e6 Technologies warrants the medium on which the 8e6 product is provided to be free from defects in material and workmanship under normal use for period of one year (the "Warranty Period") from the date of delivery. 8e6 Technologies' entire liability and customer's exclusive remedy if the medium is defective shall be the replacement of the hardware equipment or software provided by 8e6 Technologies.

8e6 Technologies warrants that the 8e6 product(s) do(es) not infringe on any third party copyrights or patents. This warranty shall not apply to the extent that infringement is based on any misuse or modification of the hardware equipment or software provided. This warranty does not apply if the infringement is based in whole or in part on the customer's modification of the hardware equipment or software.

8e6 Technologies specifically disclaims all express warranties except those made herein and all implied warranties; including without limitation, the implied warranties of merchantability and fitness for a particular purpose. Without limitation, 8e6 Technologies specifically disclaims any warranty related to the performance(s) of the 8e6 product(s). Warranty service will be performed during 8e6 Technologies' regular business hours at 8e6 Technologies' facility.

Downloaded from www.Manualslib.com manuals search engine

Technical Support and Service

8e6 Technologies will provide initial installation support and technical support for up to 90 days following installation. 8e6 Technologies provides after-hour emergency support to 8e6 server customers. An after hours technician can be reached by voice line.

Technical support information:

Online: http://www.8e6.com/techsupport/

Toll Free: 888-786-7999, *press 2*

Telephone: 1+714-282-6111, *press 2*

E-mail: support@8e6technologies.com

Have the following information ready before calling technical support:

Product Description: _____

Purchase Date: _____

Extended warranty purchased: _____

Plan # _____

Reseller or Distributor contact: _____

Customer contact: _____

Downloaded from www.Manualslib.com manuals search engine

Extended Warranty (optional)

The extended warranty applies to hardware and software of the product(s) except any misuse or modification of the product(s), or product(s) located outside of the United States. The extended warranty does not include new product upgrades. Hardware parts will be furnished as necessary to maintain the proper operational condition of the product(s). If parts are discontinued from production during the Warranty Period, immediate replacement product(s) or hardware parts will be available for exchange with defective parts from 8e6 Technologies' local reseller or distributor.

Extended Technical Support and Service

Extended technical support is available to customers under a Technical Support Agreement. Contact 8e6 Technologies during normal business hours, 8 a.m. to 5 p.m. PST, at (888) 786-7999, or if outside the United States, call 1+(714) 282-6111.

Downloaded from www.Manualslib.com manuals search engine

APPENDICES SECTION

Appendix A

Scheduled Task Wizard

If you wish to run a report at a specified time, if the report was not set up via the Automatic Report Setup option during the installation of the Client, you need to add a scheduled task on your machine. This setup must be performed in addition to scheduling an event via the Event Schedule option in the Settings menu.

***NOTE**: See Event Schedule in Chapter 3: Customizing the Client from the Client User Section for information about setting up the Client to run at a specified time.*

Steps for Scheduling a Task

Follow these steps to set up a report to run at a scheduled time:

1. From the taskbar of your machine, go to **Start > Settings > Control Panel** to open the Control Panel window:

Downloaded from www.Manualslib.com manuals search engine

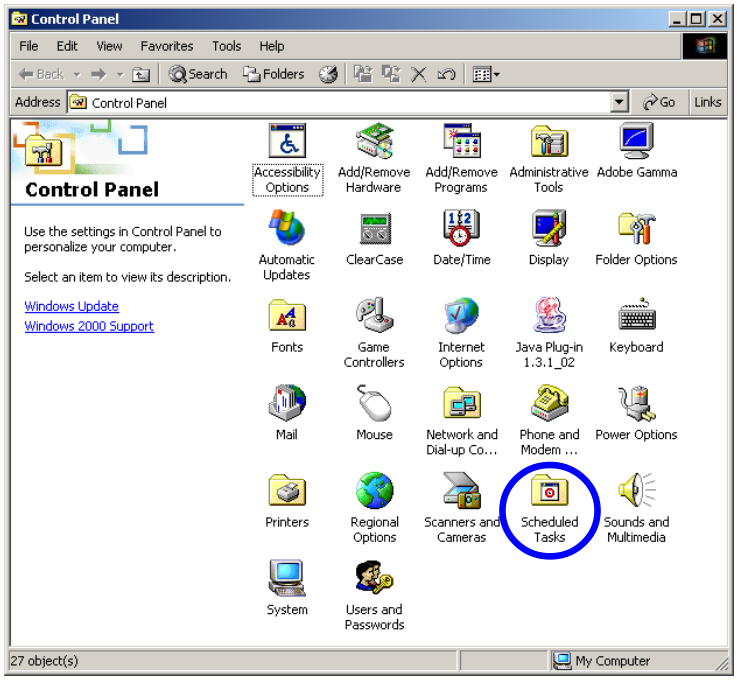


Fig. 4:1-1 Control Panel window

2. Choose **Scheduled Tasks** to open the Scheduled Tasks window:

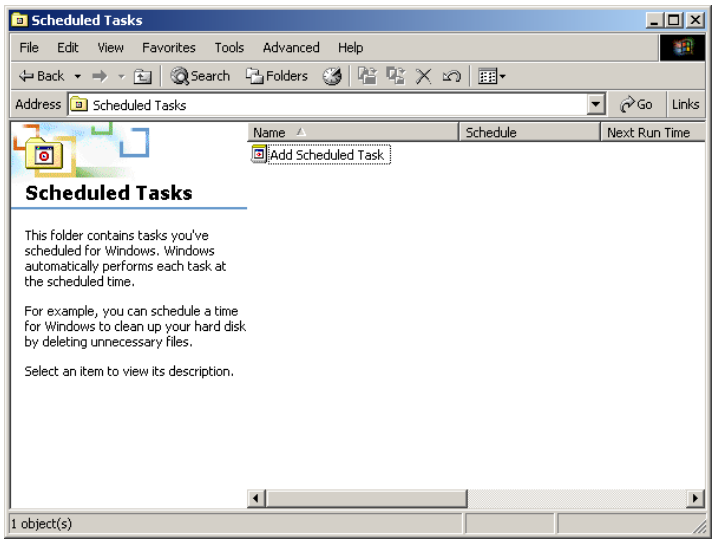

Scheduled Tasks
File Edit View Favorites Tools Advanced Help
Back Search Folders
Address Scheduled Tasks
Go Links
Name
Schedule
Next Run Time
Add Scheduled Task
Scheduled Tasks
This folder contains tasks you've scheduled for Windows. Windows automatically performs each task at the scheduled time.
For example, you can schedule a time for Windows to clean up your hard disk by deleting unnecessary files.
Select an item to view its description.
1 object(s)

Fig. 4:1-2 Scheduled Tasks window

Downloaded from www.Manualslib.com manuals search engine

3. Click **Add Scheduled Task** to launch the Scheduled Task Wizard:

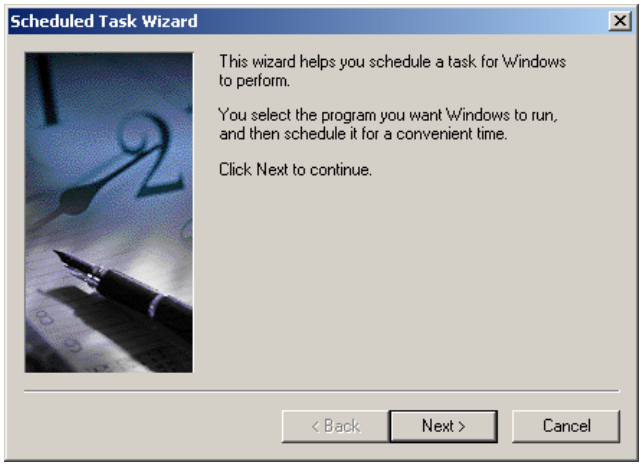

Scheduled Task Wizard
This wizard helps you schedule a task for Windows to perform.
You select the program you want Windows to run, and then schedule it for a convenient time.
Click Next to continue.
< Back
Next >
Cancel

Fig. 4:1-3 Scheduled Task Wizard, 1st frame

4. Click **Next** to display the list box showing available applications that can be run:

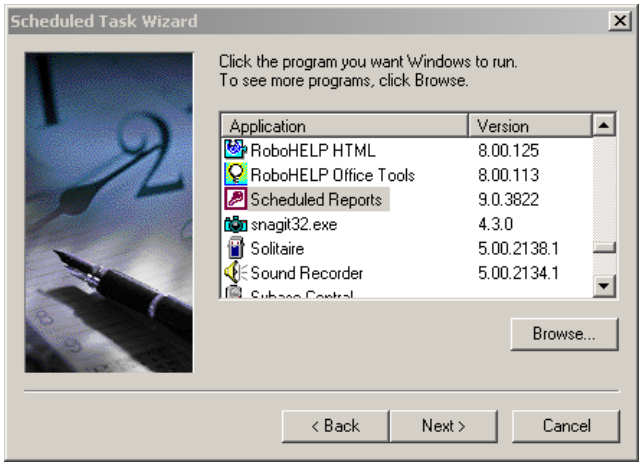


Fig. 4:1-4 Scheduled Task Wizard, 2nd frame

5. Choose **Scheduled Reports**, and then click **Next** to specify criteria for the task:

Downloaded from www.Manualslib.com manuals search engine

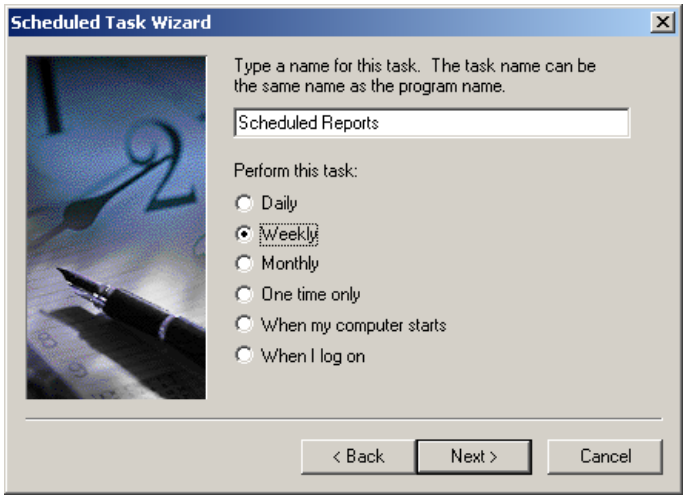


Fig. 4:1-5 Scheduled Task Wizard, 3rd frame

6. Accept the name of the task that displays in the text box, or enter a different name. Indicate when the task should be performed by clicking the radio button corresponding to the option for **Daily**, **Weekly**, or **Monthly**. When **Next** is clicked, the Wizard selections will differ depending on the time interval specified for performing the task:

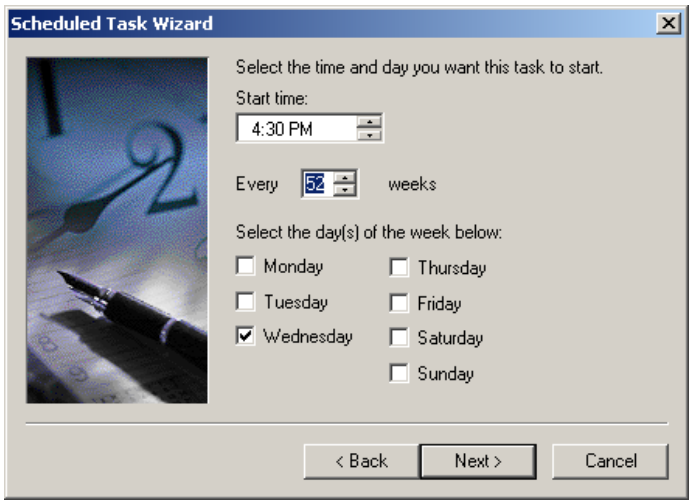


Fig. 4:1-6 Scheduled Task Wizard, 4th frame

7. Specify criteria regarding the time the task will be performed, and then click **Next** to display text boxes for user criteria:

Downloaded from www.Manualslib.com manuals search engine

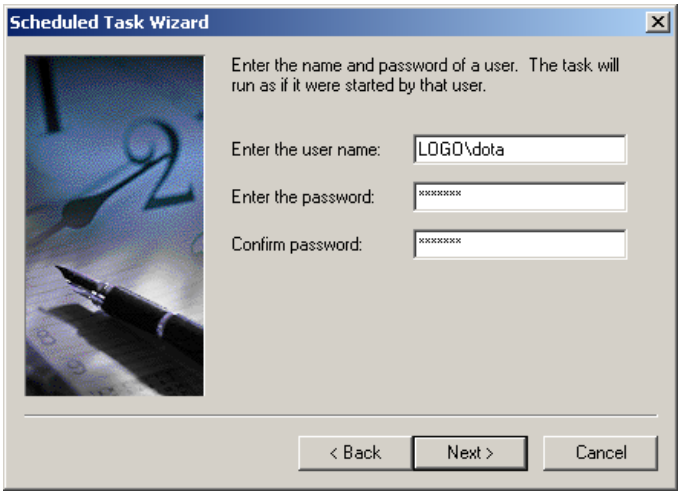

Scheduled Task Wizard
Enter the name and password of a user. The task will run as if it were started by that user.
Enter the user name:
LOGO\dota
Enter the password:
Confirm password:
< Back
Next >
Cancel

Fig. 4:1-7 Scheduled Task Wizard, 5th frame

8. If necessary, modify the user name that displays. Enter the password used when logging on your machine, and then click **Next**:

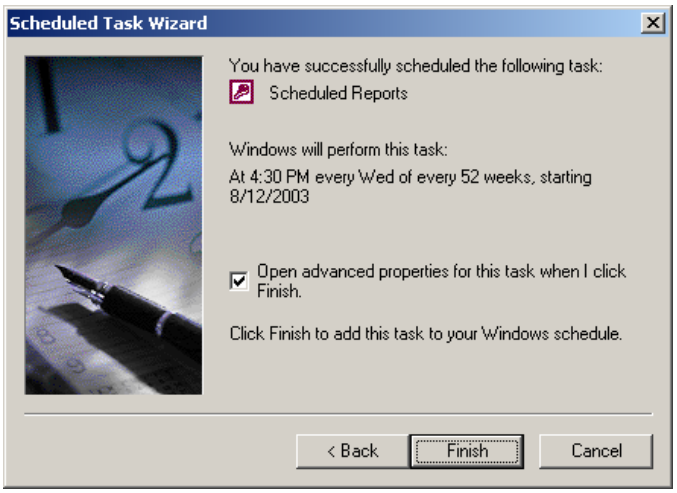

Scheduled Task Wizard
You have successfully scheduled the following task:
Scheduled Reports
Windows will perform this task:
At 4:30 PM every Wed of every 52 weeks, starting 8/12/2003
Open advanced properties for this task when I click Finish.
Click Finish to add this task to your Windows schedule.
< Back
Finish
Cancel

Fig. 4:1-8 Scheduled Task Wizard, 6th frame

9. If you are scheduling more than one report to run at the same time, click in the advanced properties checkbox. Click **Finish** to close the Wizard.

   a. If you clicked in the checkbox for advanced properties, upon clicking **Finish** the dialog box for the scheduled task opens:

Downloaded from www.Manualslib.com manuals search engine

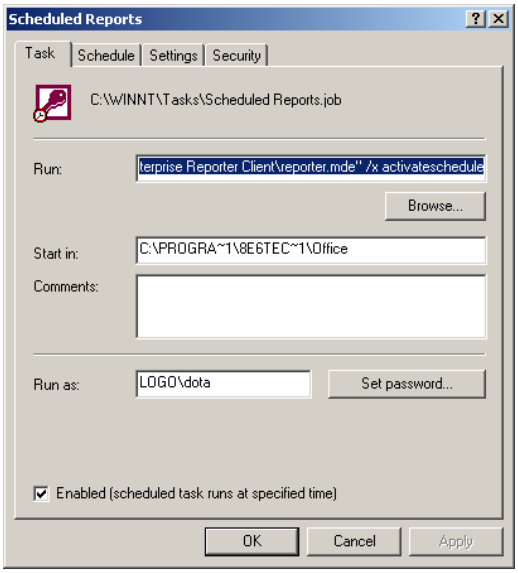


Fig. 4:1-9 Dialog box, Task tab

b. If "deactivated" displays in the **Run** text box, change the text to "activated".

c. If necessary, click the Schedule tab to modify schedule criteria:

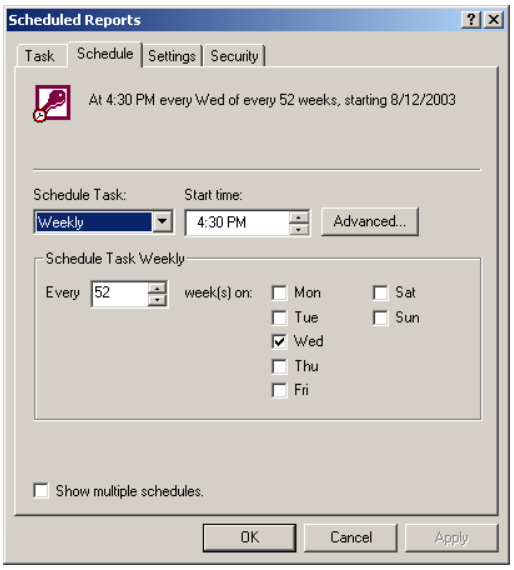


Fig. 4:1-10 Dialog box, Schedule tab

Downloaded from www.Manualslib.com manuals search engine

d. If entries were made in either tab, click **Apply**. If edits were made on the Task tab, the Set Account Information dialog box opens:

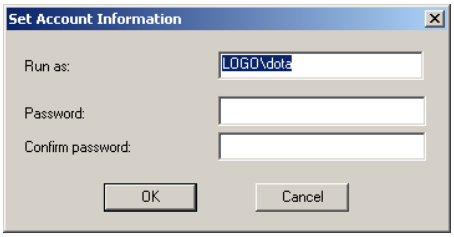


Fig. 4:1-11 Set Account Info box

e. Enter the password twice, and then click **OK** to close the Set Account Information dialog box and to display the Scheduled Tasks window:

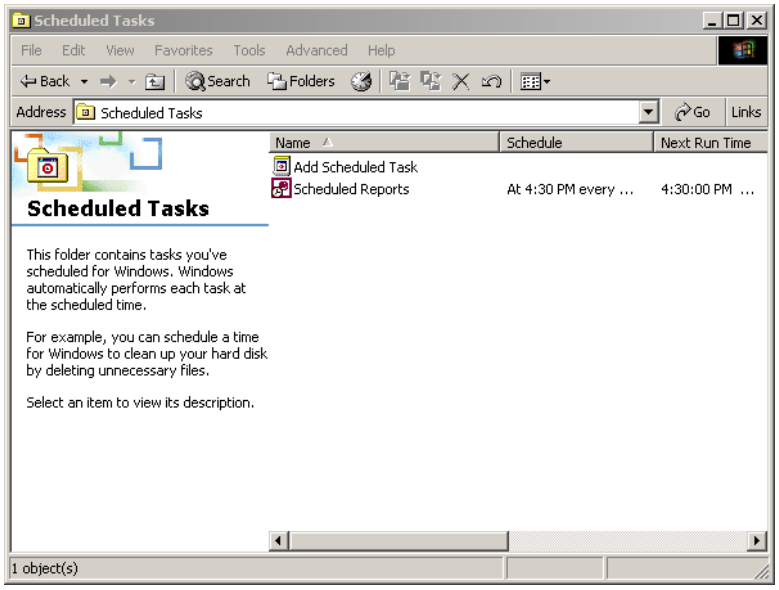

Scheduled Tasks
File Edit View Favorites Tools Advanced Help
Back Search Folders
Address Scheduled Tasks
Go Links
Name Schedule Next Run Time
Add Scheduled Task
Scheduled Reports At 4:30 PM every ... 4:30:00 PM ...
Scheduled Tasks
This folder contains tasks you've scheduled for Windows. Windows automatically performs each task at the scheduled time.
For example, you can schedule a time for Windows to clean up your hard disk by deleting unnecessary files.
Select an item to view its description.
1 object(s)

Fig. 4:1-12 Scheduled Tasks window

10. The scheduled task can be modified at any time via the Scheduled Tasks window. Click the icon for the scheduled task to open the dialog box for the task, and make the necessary edits.

    The task can be deleted by selecting the icon for the task from this window, and then deleting the icon.

Downloaded from www.Manualslib.com manuals search engine

Appendix B

Lotus Notes Configuration

This appendix provides information on configuring the ER 3.0 client to use Lotus Notes (4.5 and above) in a Microsoft Windows environment in which Lotus Domino is the primary e-mail server.

Making these configurations ensures that e-mail reports sent from the ER 3.0 Client are transported via the MAPI client in Outlook Express directly to the IP Address of the Lotus Domino e-mail server. This setup avoids any delays or "hung" reports that may occur if settings point to the Lotus Notes client, since Lotus Notes utilizes the MAPI .DLL differently than mail clients native to the Windows OS.

***NOTE**: Versions of Lotus Notes prior to 4.5 do not contain the necessary MAPI transport .DLL.*

Steps for Former MS Outlook / Express Users

Follow these steps if Microsoft Outlook or Outlook Express was the primary e-mail client used on your system.

1. Delete any current e-mail accounts residing in Outlook or Outlook Express.
2. If Outlook is currently installed with your Microsoft Office system, uninstall Outlook—but ***not*** Outlook Express.

Downloaded from www.Manualslib.com manuals search engine

Steps for Installing and Configuring Lotus Notes

Step 1: Install Lotus Notes

Install and configure Lotus Notes to connect to your network's Lotus Domino server.

***NOTE**: Check with your System Administrator if you are unsure about your settings.*

Step 2: Configure Microsoft Mail Client

Make the following configurations for the Microsoft Mail Client from the control panel:

1. When running the Internet Connection and Internet Explorer e-mail client wizard, be sure the e-mail address is set to the "Internet address" of your Lotus Notes account.

***NOTE**: If this account has not yet been set up in Lotus Domino, create it now, and then run the e-mail client wizard.*

2. When the e-mail account wizard requests the server address, use the IP Address only—***not*** the Lotus Name—of your Lotus Domino server.

***TIP**: These settings also can be generated directly by using the "mail" settings in the Windows control panel. Again, any previous non-Lotus Notes accounts must be deleted.*

Step 3: Verify Internet Explorer Settings

1. Open Internet Explorer.
2. Go to **Tools > Internet Options > Programs** tab.
3. Check your "E-mail" and "Newsgroups" settings to make sure they are set to "Outlook Express"—***not*** Lotus Notes.

Downloaded from www.Manualslib.com manuals search engine

INDEX

A

add/edit/delete administrators 23
Add/Edit/Delete Administrators screen 29
Admin Details button 89, 95, 99
administrator
  e-mail contact setup 47
  log in to Server 23
Administrator Details 95
Administrator GUI 25
alert box, terminology 16
archive
  data setup on Server 67
  terminology 68
arrow, terminology 16
automatic reporting 87

B

Back icon 147
back up data
  internal on demand backup 44
  to remote server 45
backup
  procedures 42
Backup screen 41
Bar Chart report 173
Box Mode screen 27
button, terminology 16

C

Categories icon 147
Categories reports 174
Category Descriptions button 113
category group
  add additional groups 119
  how to add 117

Downloaded from www.Manualslib.com manuals search engine

Category Groupings button 116
Category Groups icon 148
Category Groups report 190
Category/IPs report 175
Category/Sites report 177
Category/Users report 176
change database password 66
charts
  bar chart 173
  Generate Chart box 153
  Hits By Day, Week, Month 101
  pie chart 172
checkbox, terminology 16
Client
  change settings 108
  diagnostic reports 65
  download and install 82
  ER Server Information 100
  install new release 92
  log in 99
  log out 107
  main menu 105
  update password 89
  update Server address 89
columns 164
Conventions 15
Count columns 164

D

data storage setup 67
Database Menu 57
database status logs 64
Date Scope
  ER Server Information 100
  Expiration screen 67
  indexed 100
  objects 101
  usage in reports 143
Default Options button 136
Deselect All button 167
diagnostic reports 64

Downloaded from www.Manualslib.com manuals search engine

Diagnostics 37
dialog box, terminology 16
Display button 145
Double Break Information box 152
download
  Client 82
  Server patch 53

E

E-mail icon 154
Elapsed Time 62
Enterprise Reporter icon 89, 94
ER Activity, hits on Server 101
Event Schedule button 109
Exit icon 149
expiration 67
Expiration Info 101
expire
  data from Server 67
  terminology 69
Export icon 156

F

field, terminology 17
File Transfer Protocol (FTP) 19, 43, 55
filter category
  how to add 115
filters 164
frame, terminology 17
FTP (File Transfer Protocol) 19, 43, 45, 46, 55

G

generate
  automatic reports 87
  ER activity charts 101
  static table of IP addresses, machine names 61
generate a report 169
Generate Chart box 153

Downloaded from www.Manualslib.com manuals search engine

I

icon, terminology 17
install
  Client 84
  new Client release 92
  patch on Server 53
IP.ID 57
IP/Categories report 179
IP/Sites report 181
IP/Users report 180
IPs icon 148
IPs reports 178

L

Linux 12
list box, terminology 17
live
  data setup on Server 67
  terminology 68
log, database status 65
log into Client 99
log off the Server 24
log on the Server 21
log out of Client 107
Lotus Notes 154, 205
  configurations 205

M

Manual Backup button 44
Manual Restore button 46
MS Access Runtime 12, 76, 80
My Account button 133
  change password 135
MySQL 11, 12, 56, 77, 78, 90, 97

N

NAS (Network Attached Storage) 12

Downloaded from www.Manualslib.com manuals search engine

navigation bar 147
navigation path 146
Network Attached Storage (NAS) 12
Network Diagnostics screen 37
Network Menu 26
Network Settings screen 31
Network Time Protocol (NTP) 36
NTP (Network Time Protocol) 36

O

ODBC Driver (Open Data Base Connectivity) 76
ODBC Driver, install 77
Outlook Express 205

P

Page View Elapsed Time screen 62
Page/Object report 191
password
  change Client administrator password 95
  change Client password after installation 89
  change database password 66
  create for Administrator GUI 23
  create for Client user 128
  create for remote server's FTP account 43
patch
  Server 52
Pie Chart report 172
Ping 38
popup box/window, terminology 17
Print icon 154
Product Warranties section 195
pull-down menu, terminology 18

Q

Quick Start Guide 19, 20

Downloaded from www.Manualslib.com manuals search engine

R

radio button, terminology 18
Record icon 157
Records field 168
remote server backup 45
report
  columns 164
  Date Scope field 143
  Double Break Information dialog box 152
  elements 142
  enter search terms 146
  filters 164
  formats 170
  Generate Chart box 153
  how to generate 169
  navigation bar icons 147
  navigation path 146
  record report for scheduled run 157
  records 168
  select record and columns to display 145
  select/deselect all records 167
report formats 171
Report Screen Elements 142
reporter.exe icon 84, 92
reporter.mde file 89, 94
reports
  bar chart 173
  Categories 174
  Category Groups 190
  Category/IPs 175
  Category/Sites 177
  Category/Users 176
  diagnostic 65
  ER Activity 101
  IP/Categories 179
  IP/Sites 181
  IP/Users 180
  IPs 178
  Page/Objects 191
  pie chart 172

Downloaded from www.Manualslib.com manuals search engine

Site/Categories 187
Site/IPs 188
Site/Users 189
Sites 186
standard 171
User Groups 190
User/Categories 183
User/IPs 184
User/Sites 185
Users 182
Reports pull-down menu
Report Layout 149
reports, types of 174
restart the Server 55
restore data from backup 46
Routing Table screen 33
rules
elapsed time 63
expiration 69

S

Save icon 149
schedule
automatic reports 88
event 112
screen, terminology 18
search
by terms 146
for pages, objects viewed 137
Search button 146
Secure Access screen 50
Select All button 167
Select All, Deselect All buttons 167
Self Monitoring screen 47
Server
add, maintain routers 33
download patch 52
perform manual backup 44
restart 55
restore data from previous backup 46
set time 35

Downloaded from www.Manualslib.com manuals search engine

set up IP addresses 31
shut down 55
store data, change settings 67
view statistics using Client 100
Server Info button 90, 97
Server Menu 41
Server Status screen 49
Settings button 108
setup.exe icon 77, 80
Shut Down screen 55
Site/Categories report 187
Site/IPs report 188
Site/Users report 189
Sites icon 148
Sites reports 186
Software Update screen 52
Specific Search button 137
Standard report 171

T

table, terminology 18
Task Scheduler 87
technical support 50
Technical Support section 193
Terminology 16
text box, terminology 18
Time Settings screen 35
Tools screen 64
Trace Route 39

U

update
category group 117
Client 82
NTP server settings 36
recorded report 163
routing table 34
scheduled event 111
Server software 52
user group 122

Downloaded from www.Manualslib.com manuals search engine

user group, add/remove user 131
user group
how to add 122
User Groupings button 121
User Groups icon 148
User Groups report 190
User Name Identification screen 57
User Permissions
how to add a user to a group 130
User Permissions button 128
change passwords 132
User/Categories report 183
User/IPs report 184
User/Sites report 185
Users icon 148
Users reports 182

V

view
diagnostic reports 65
ER Activity charts 101
objects/pages reports 137
reports prior to printing 150
View icon 150

W

window, terminology 18

Downloaded from www.Manualslib.com manuals search engine